Inepro Back Office Suite

M A I N

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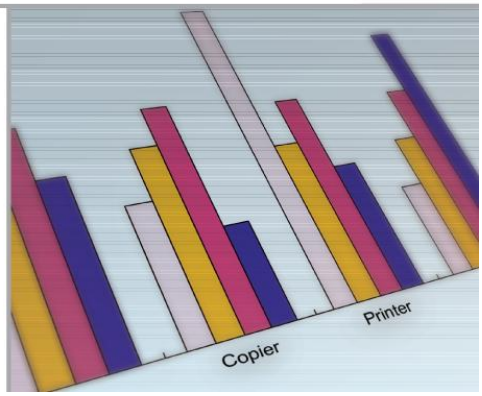

Inepro Back Office Suite

The most versatile Back Office Solution

Congratulations on your selection of the Inepro Back Office Suite. We are certain you will be pleased with your purchase of one of the finest document management and financial management solutions of the market.

We want to help you get the best result from your Inepro Back Office Suite and to operate safely. This manual contains information on how to do that; please read it carefully. Due to continuous product improvements this manual is subject to changes without notice.

We strongly recommend you read the license agreement to fully understand its coverage and your responsibilities of ownership.

Your Inepro dealer is dedicated to your satisfaction and will be pleased to answer your questions and your concerns.

Best wishes,
Inepro BV.

Inepro Back Office Suite & Help

Inepro B.V.

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Introduction

Part I

Introducing Inepro Back Office Suite

Welcome to the Inepro Back Office Suite.

- The Inepro Back Office Suite can be configured with different modules for controlling a payment, access and registration system. The Inepro Back Office Suite can be configured with DocuPRO, AccessPRO and CashPRO.
- AbsencePRO; Absence registration software to register the absence of students or employees usually in an external third-part database. AbsencePRO will connect with the Absence terminals in the background and allow you to see how absence details in the reports accessible in the Inepro Back Office manager.
- DocuPRO; Printer and photocopier accounting software to allocate cost
- CashPRO; Financial accounting software to control vending machines and cash registers
- AccessPRO; Access control on electronic gates, registering user access.

We have tried to cover every aspect of the Inepro Back Office Suite in this manual.
This first part of this manual will guide you through the installation and setup of the Inepro Back Office Suite software on your system.

We will then introduce you to all the menu's and examine all the options.

In the How To Chapter we will describe how to complete certain procedures or tasks.

The Glossary chapter handles all the relevant phrases and keywords used within the Inepro Back Office Suite and in this manual.

When you call our helpdesk make sure you have the following information at hand:
- The version number of the software suite
- The version number of the Terminal firmware
- The version of the manuals. The version number of this manual is 4.24.0.
- What did you expect the system to do?
- What happend in stead?
- De exact steps you undertook to tackle the problem?
- Which error messages did you receive?
- The system logs
- A remote connection to the server.

You might be asked to restart the services (also on the Database or SQL server), to send the log files (the content of the Inepro log folder, by default 'C:\Program Files\Inepro\Back Office Manager\Log\') and generate a device report (menu Reports -> Device Report -> Export to Excel).

Software Overview

In our software suite there is a small number of concept which you need to be familiar with.
Menu options or objects will be written with a uppercase letter as for example 'Paper Prices'.
Reading this section will help you to understand the program functionality much better!

Software components
DocuPRO / CashPRO

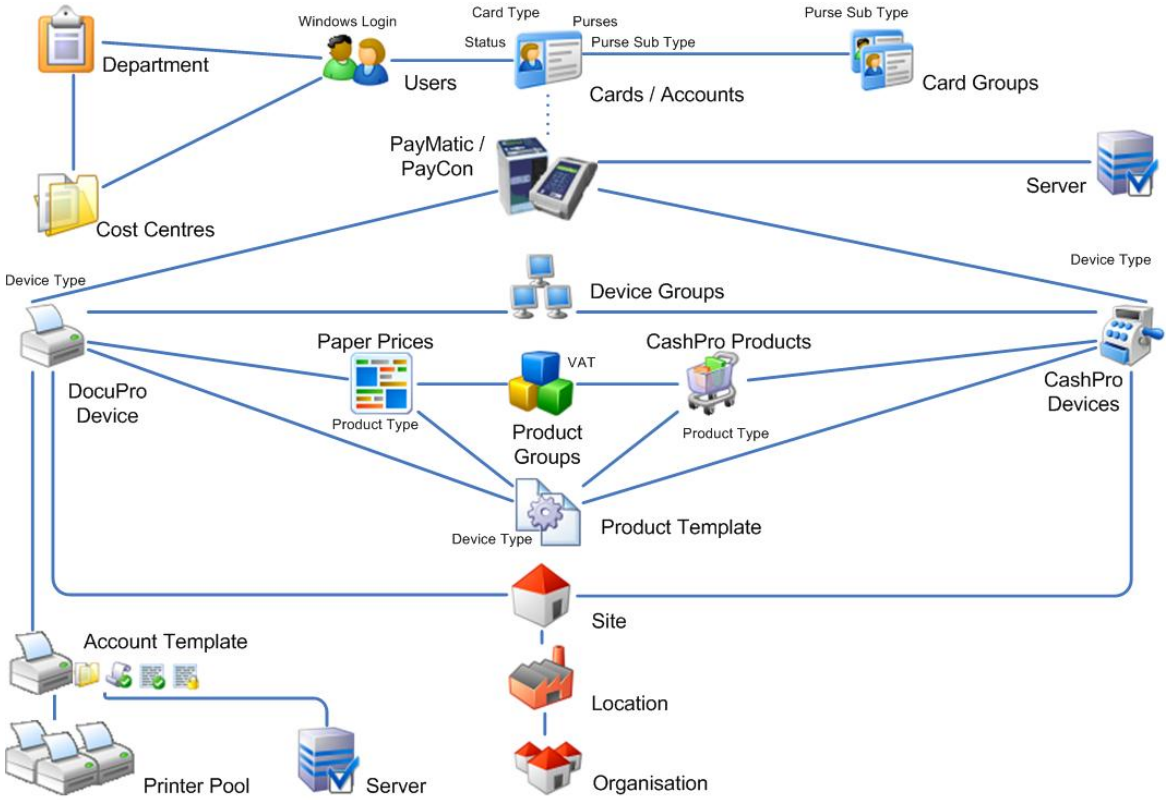
The DocuPRO and CashPRO software modules have a number of base elements 'Devices' and 'Products':
- DocuPRO Devices are your actual printers, copiers, and MFD's.
- Paper Prices are the prices for a A4 Black and White scan, a A3 Colour copy or any other document product you sell.
- CashPRO Devices are your actual cash registers and vending machines.
- Products are the articles you use in these CashPRO Devices .
- AccessPRO Devices, are your electronic access gates.
- Access Rules, is the collection of rules that govern your AccessPRO devices.

Relations
A 'Device' has to have an associated 'Products' defined so you will need to add Products or Paper Prices for each 'Device'.
We have a number of templates for Products and Paper Prices, called 'Product Templates', you can use so you don't need to fill out the product lists manually.

When connected to the network a Terminal (a PayCon or PayMatic) can be attached to a 'Device'.

For reporting purposes devices and products can be grouped in 'Product groups' and 'Device groups'.

Overview:



User management

In 'Users' you will have an overview of all you user data. You can connect a user to a Department. You can also enable them to book cost to one or more Cost Centres. You can add all kinds of personal data of a User like the address, gender, birthday, phone, email or even a photo of the user.
A User can have several 'Cards' to identify himself. Those cards can be grouped in 'Card groups' for reporting purposes.
A user can also have several 'User Accounts', or login names to identify him in the network environment.

Terminal

The Terminal is a device that identifies the user via his or her card with Inepro Back Office Suite and connect the Device for the Inepro Back Office Suite. This Terminal is typically a PayCon, PayMatic or PC cash register. Each Terminal has a unique ID, by assigning this ID to a device the software knows that it is attached to for instance a vending machine or a copier.

Register Inepro Back Office Suite

If you haven't done so already, please register!
An opportunity to register will be given to you during the installation of the Inepro Back Office Suite and during the start-up.

Read more about registering the software in the chapter:
First Time Registration on page: 40

User Interface

To assist the user we have created toolbars, divider bars and a detail screen. We have also tried to make each option easily recognisable by the use of icons.

Toolbars

A toolbar is a collection of buttons on a bar. These buttons can be used to perform the most frequently used actions within our software. You will probably already work with them in MS office or similar programs.

Read more about Toolbars in the chapter:
Toolbars on page: 7

Detail Panel

The Detail Panel is a panel that shows the details of the object you are currently working with. For instance if you are in the object Users you will see the details of that user in the detail screen on the right side of your screen. You will find at the bottom one or more tabs with detailed information about the current record, click each tab to examine all the specific information about this User (or device, account, etcetera).

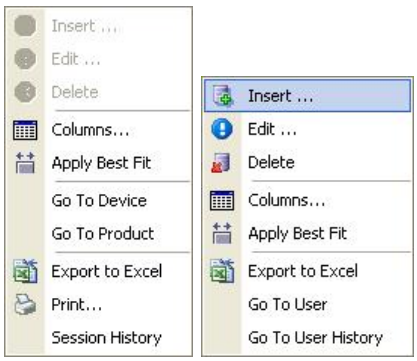
You can not Add, Edit or Delete anything in the Detail Panel!

Divider bars

The divider bars are used to divide different parts of the detail screen. You can use them to hide certain parts or to make those area's bigger or smaller.

Read more about the Detail Panel and the Divider Bars in the chapter:
Detail Panel and the Divider Bars on page: 16

Context Menu
The context menu is a menu that will provide you with options that are relevant to where you are in the program.



In the context menu you will find the options also available to you on the toolbar and links to other parts of the program:

Go To...

This is a shortcut to another relevant part in the software.

Session Log

This log will contain all transactions that were made in a session. A session is started when the card is inserted and ends when the card is removed. Even 'Card Inserted' and 'Card Removed' are logged as transactions. You will be able to filter the data.

A session log does not have to contain one user. A user could go to a vending machine, try to purchase a product and walk away to complain when the product can not be delivered. Another user can then purchase a higher priced product and pay for it with partly his and partly the other user's money. This will not be a session nested in a session but count as one session (it will end when the first user presents his card to the PayCon). The money from the first user would have 'disappeared'. The administrator can track the money and the user who took it via this session log.

How to work with the Toolbars

We have made a chapter for each toolbar:

	Navigation	7	to navigate through the records
	Modify	9	to modify the data
	Refresh & Filter	8	to refresh and filter the data
	Table Properties	10	to alter the properties of the table
	Run & Print	11	to run a Device Log request and to print data
	Export to Excel	11	to export data to Microsoft Excel

How to use the Navigation Bar

This is the navigation bar:

You will use it to navigate through the records in a table for instance all the users in the users table.
It has 6 buttons, First Record, Window Top, Previous Record, Next Record, Window Bottom, Last Record.

First Record

Use this button to go to the very first record, the first set of data in this range

Window Top

Use this button to go to the top, complete visible record in the window

Previous Record

Use this button to go to the previous record

Next Record

Use this button to go to the next record

Window Bottom

Use this button to go to the bottom, complete visible record in the window

Last Record

Use this button to go to the very last record, the last set of data in this range

How to use the Refresh & Filter Bar

This is the Refresh & Filter Bar:

You will need this bar to Refresh the data from the database to make sure you have the latest data or to build a custom filter.

Refresh

Use this button when data objects (could) have been added to the database while DocuPRO has been opened to ensure you are looking at the latest data. For example the information of some printers or Terminals could have been added to the database while you where working in DocuPRO. Or the history of users or devices could have been changed. You would then click 'refresh' and have the latest data.

Build Filter

Use this button to build your custom filter. It will open the build filter screen shown below in which you can build you own filter and save that filter to disk, it is also used to load a filter you have saved earlier.

Read more about building advanced filters in the chapter:
How to build an advanced filter on page: 14

How to use the Modify Bar

This is the Modify Bar:

The Modify Bar can look different!
You will notice that sometimes the icons are a representation of the item you are working with.
For instance below are the modify bars for 'Users' , 'Cards' and 'Product Templates'.

	Users
	Cards
	Product Templates

As you can see the plus, exclamation mark and x symbol are seen in the icons so you can still see what each button does.

You will use this bar to modify data in the database. You can add new records or edit and/or delete existing ones. To do this use the 3 buttons on the Modify Bar: Add, Edit and Delete.

If you see this bar in the detail screen of another object, you can Insert, Edit or Delete data in that detail screen.

Add new data

Add / insert / new.
Add a new object, this can be a new user, a new card, a new device or any other data object you can work with in Inepro Back Office Suite. After adding the new object you can fill out the data required, for example, the name and department number of a new user.

Edit existing data

Edit data that already exists. Use this to for instance to edit the address of a user (in users), the name of a device (in devices) or the status of a card (in cards).

Delete data

Delete a data object. Use this to delete a data object from the database. You will be asked for confirmation, make sure the data, can really be deleted!

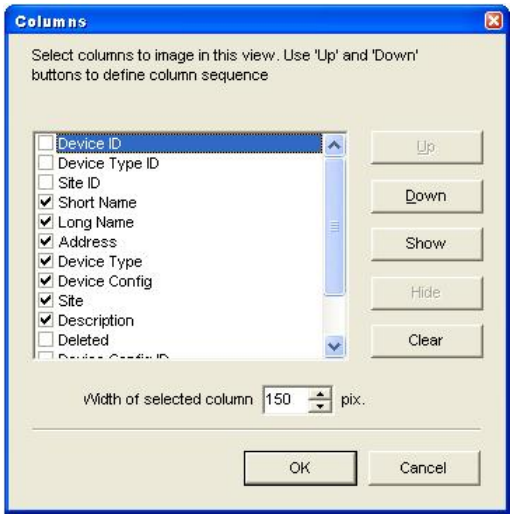
How to use the Table Properties Bar

This is the Table Properties Bar:

You can use this bar to select the data fields you would like to view and to make the field spaces as efficient as possible.

Fields

Use this button to select which data fields you would like view, their widths and the order you want them to appear.



Apply Best Fit (Set column spacing)

Use this button to automatically set the width of all columns to the smallest possible width while displaying the complete value and header text. This will often mean that the column width will be made wider in stead of being made smaller.

How to use the Run & Print Bar

This is the Run & Print Bar:

You can use this toolbar to run the selected query in 'Device Log' and 'User Log' to print out the results.

Run

Use this button to run the query in 'Device Log' or in 'User Log'. The history of the selected device or selected user in the selected time frame will be shown.

Print

Use this button to print the result of the query in 'Device Log' or in 'User Log'. The history of the selected device or selected user in the selected time frame will be printed. You will be able to confirm your print order in a preview screen.

How to use the Export To Bar

This is the Export To Bar:

You can use this bar to export the data to Microsoft Excel

Export To Excel

Use this to save you data as an Microsoft Excel file. A save dialog screen will appear and you can choose the save location.

How to group data and build filters

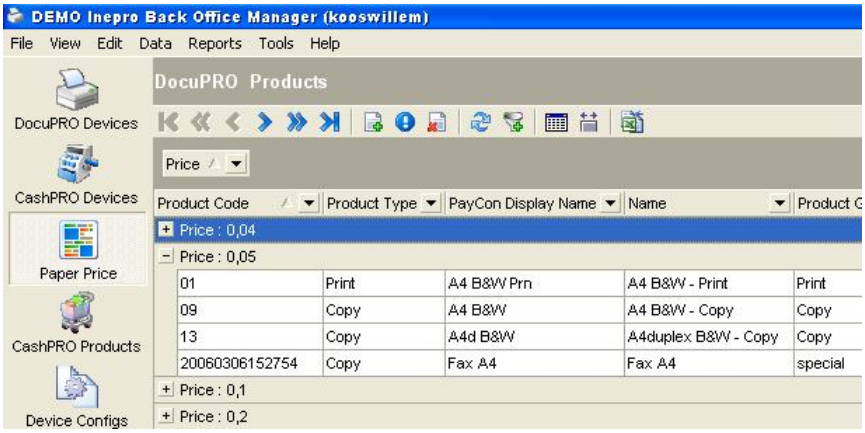
The data in the Inepro Back Office Suite is presented in a data grid, a matrix of cells not unlike Microsoft Excel in which the data is presented. In some cases you would like to sort, group or filter the data.

We can not provide every view and filter you could possibly want.
That is why we provided a drag-and-drop tool to group your data and an easy tool to create your own filters and save them!

How to Group your data

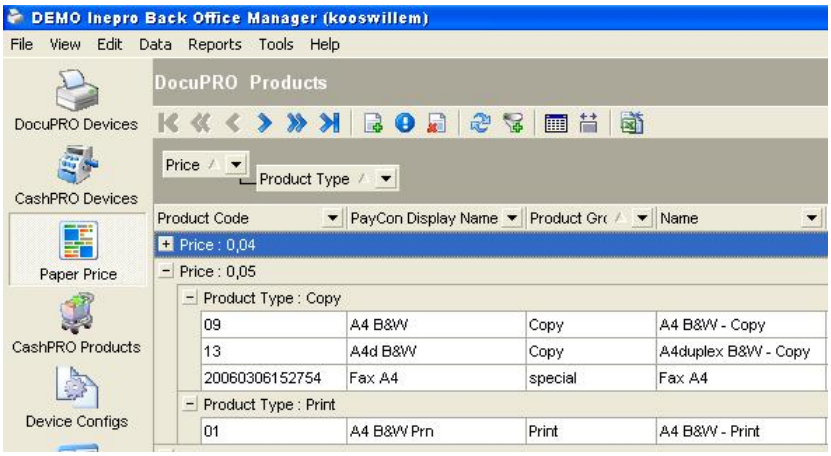
You can group your data directly in the screen.

This example will show you how to group your data using the grey 'Group By' bar.
We will use the 'Paper Price' table.
First drag and drop 'price' to the grey space below the toolbar as shown in this image:

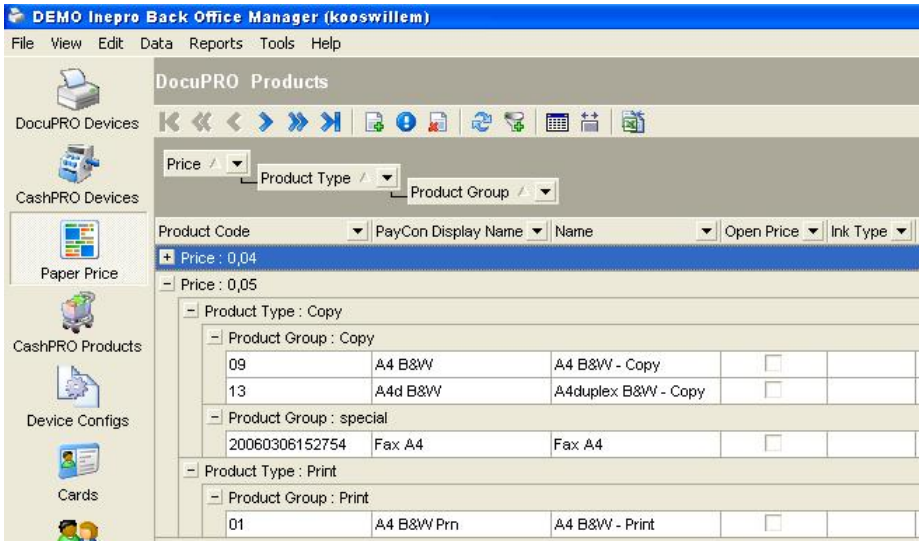


You will see that the table is now grouped by the values in the field [price]. Each value can be expanded by clicking the plus [+], or collapsed by clicking the minus [-]. You can see the value '0,05' has been expanded and that the [Product Types] are 'Print' or 'Copy' and the [Product Groups] are 'Print', 'Copy' or 'special'.

Now we will drag and drop [Product Type] to the grey 'Group By' bar.



As you can see the price '0,05' has been further divided into the [Product Types]: 'Copy' and 'Print'.
We will refine our view one more time by dragging [Product Group] into the 'Group By' bar.



Now the view is as detailed as possible, the [Product Type]: 'Copy' has been further divided into 'Copy' and 'Special' while the [Product Type]: 'Print' has only one group: 'Print'.

You will not soon need such detailed grouping but if you do you can go many levels below the one in this example.

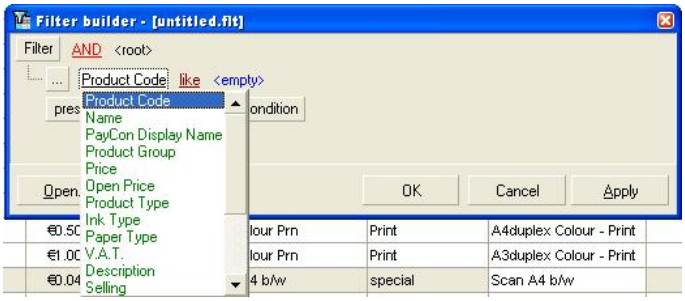
How to build an advanced filter

If you want to view a selection of the data in the database, you will need a filter. With a filter you can decide which data you don't want to view.

We will use the 'Paper Prices' table as an example.

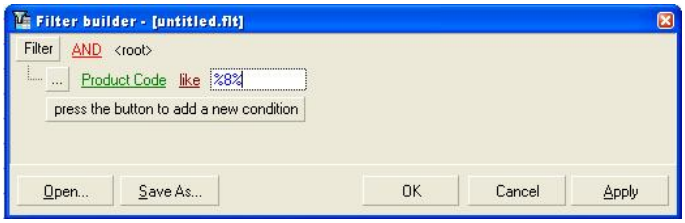
To build a filter press the Build Filter button , this screen will pop up:

Click on 'press the button to add a new condition'.



Click on the field name to select another.

We have chosen 'Product Code'.



Set the operator to 'like' and the condition to '%8%'.

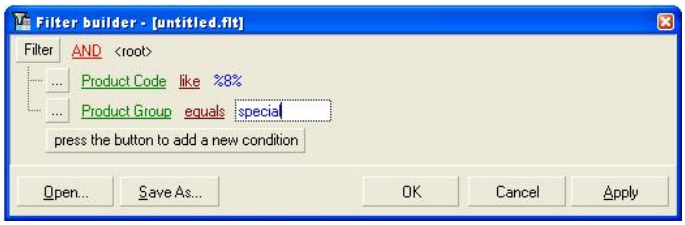
Like '%8%' means search for everything with an 8 in the string.
The % is a wildcard.

Product Code	Price	Product Type	PayCon Display Name	Product Gr	Name	Open Price
08	€1.00	Print	A3d Colour Prn	Print	A3duplex Colour - Print	
20060306152528	€0.04	Copy	Scan A4 b/w	special	Scan A4 b/w	
20060306152809	€0.10	Copy	Fax A3	special	Fax A3	

The view shows three product codes: '08', '20060306152528' and '20060306152809' which all have an '8'.

Below you will see the filter bar to indicate you are using a filter. You will also see that the columns that the filter is applied to have a blue arrow in stead of a black arrow.

Notice that the product group has to different values 'special' and 'Print'.



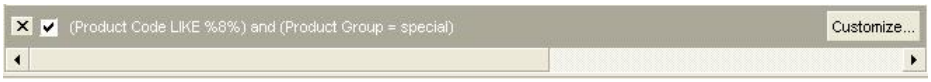
Add a new condition by clicking on 'press the button to add a new condition'.

Set the field to 'Product Group', the operator to 'equals' and the condition to 'special' Click 'OK'

Product Code	Price	Product Type	PayCon Display Name	Product Gr	Name
2006030615252 8	€0.04	Copy	Scan A4 b/w	special	Scan A4 b/w
2006030615280 9	€0.10	Copy	Fax A3	special	Fax A3

As you see we have only two records, those who have the value 'special' in 'Product Group'.

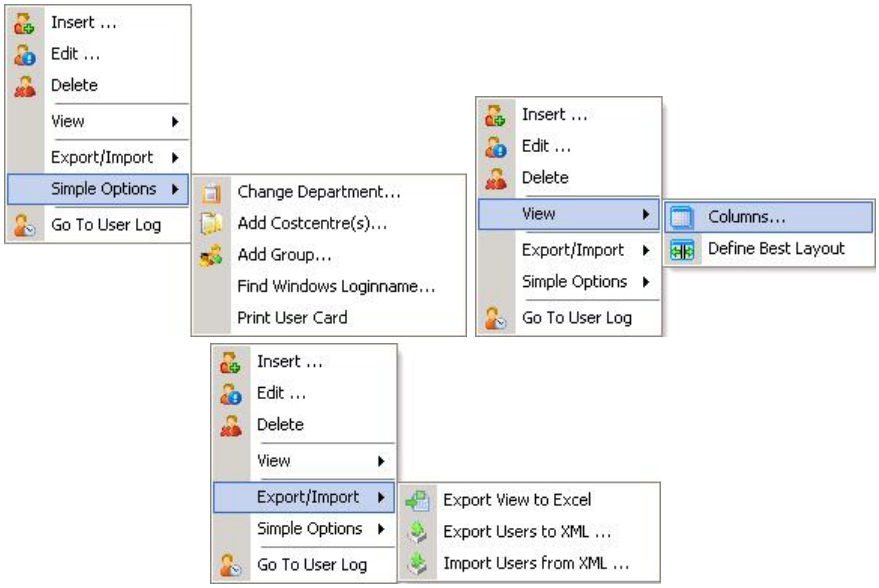
To save your filter click 'Customize' on your filter bar and click the 'Save As...' button.



You can load a filter in the same menu.

Context Menu

Context Menu
The context menu is a menu that will provide you with options that are relevant to where you are in the program.



In the context menu you will find the options also available to you on the toolbar and links to other parts of the program:

Detail Panel and Divider Bars

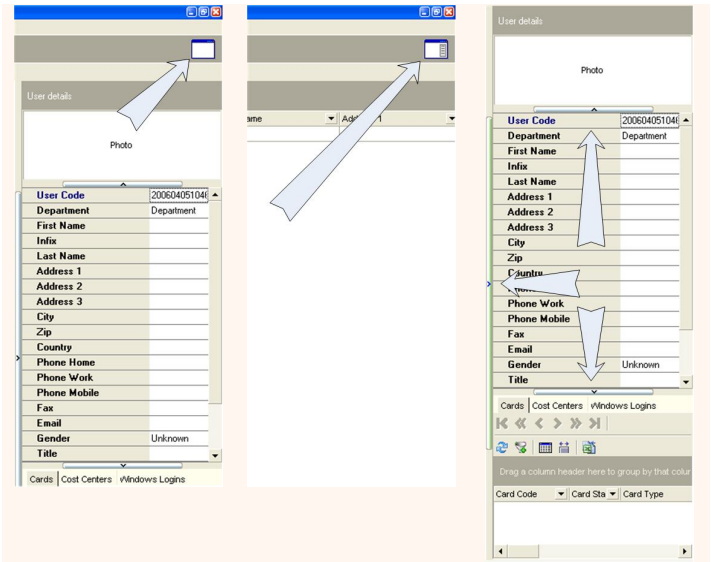


Image 1 Image 2 Image 3

Detail Panel

Click on the Show / Hide Detail panel button to hide or show the detail pane as seen in image one and two. In the detail panel you will find at the bottom one or more tabs with detailed information about the current record, click each tab to examine all the specific information about this User (or device, account, etcetera).

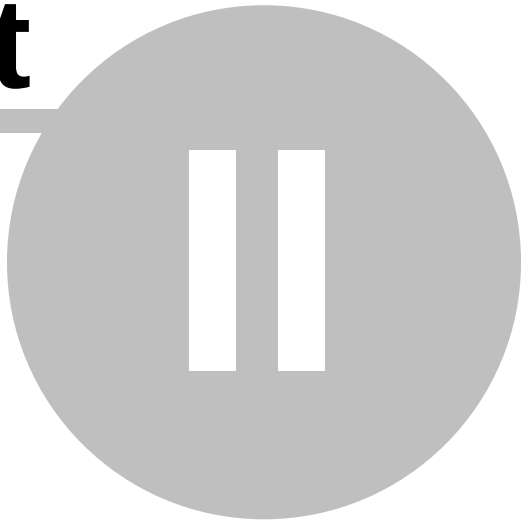
Divider Bar

As you can see in image three, there are three divider bars.
Each divider bar can be dragged and then dropped to change the size of their region.

You can also double click them to make the area they control disappear.
Click it again, the area reappears.

Setup

Part



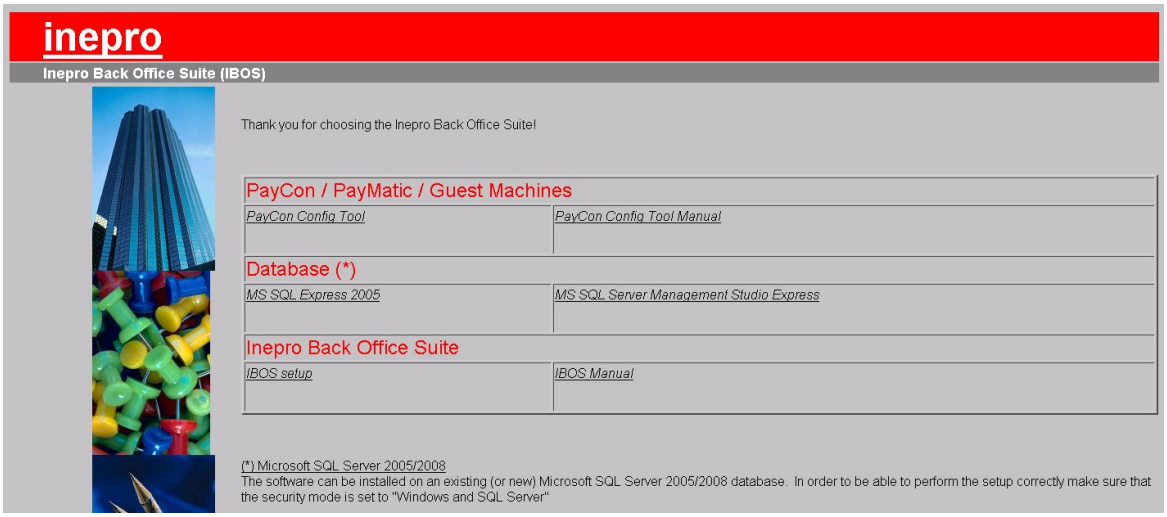
Installing the software

We support Windows 32-bit 2000, 2003, 2008, XP and Vista as a platform for our Inepro Back Office Suite.

Insert the CD
If you have 'AutoPlay' enabled in your Windows, this menu will appear:

If you don't have 'AutoPlay' enabled click "Start" -> "Run" and type (assuming that D: is your CD drive) "D:\IBOS-Intro\IBOS-Intro.htm".

After clicking your language you will see this menu:


inepro
Inepro Back Office Suite (IBOS)
Thank you for choosing the Inepro Back Office Suite!
PayCon / PayMatic / Guest Machines
PayCon Config Tool
PayCon Config Tool Manual
Database (*)
MS SQL Express 2005
MS SQL Server Management Studio Express
Inepro Back Office Suite
IBOS setup
IBOS Manual
(*) Microsoft SQL Server 2005/2008
The software can be installed on an existing (or new) Microsoft SQL Server 2005/2008 database. In order to be able to perform the setup correctly make sure that the security mode is set to "Windows and SQL Server"

Follow these steps for a new installation:
1. Configure the terminals
2. Install the Database engine
3. Install the Inepro Back Office Suite

For an update:
1. Stop all Inepro services, processes and applications
2. Install the Inepro Back Office Suite

Introduction

In this manual you find the instructions to install and configure your IP-reader. This manual is meant for all the Inepro IP-readers.
This manual, the IP reader hardware and software are subject to change, make sure you have the latest version of this manual, because the older versions may have become obsolete.

Function

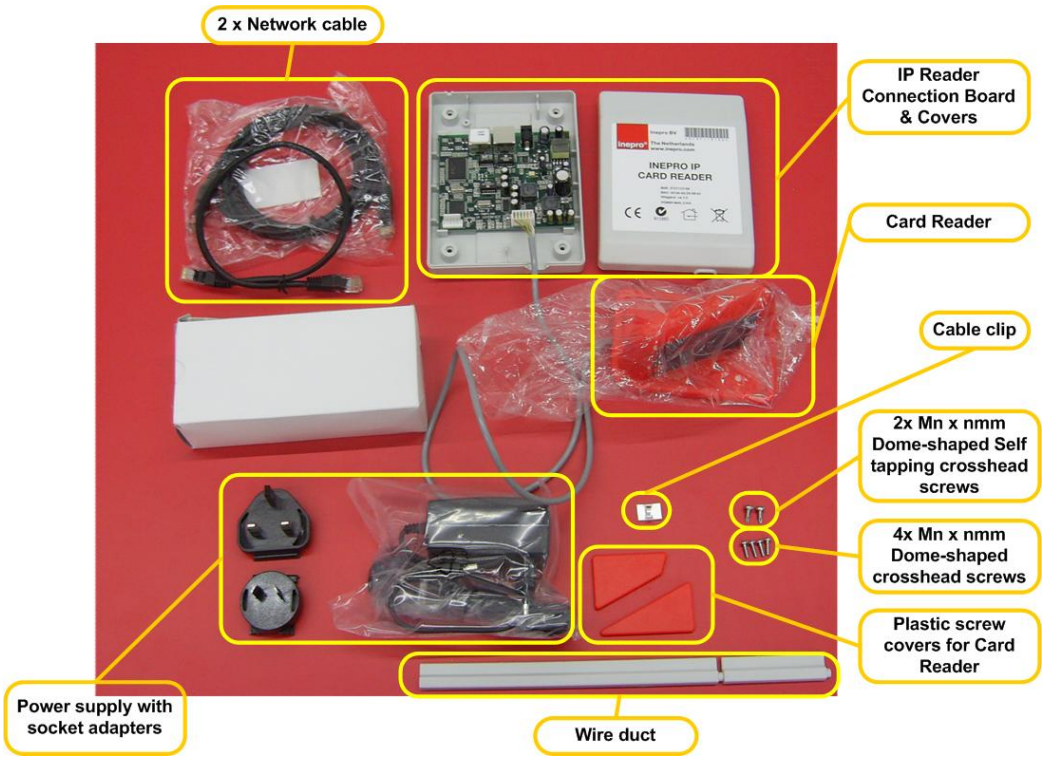
The purpose of the IP reader is to read the unique ID contained in the card that is presented to the reader and transfer this ID to a server. In most cases this data will be the card serial number. To facilitate this a variety of card reader software module have been developed. Our configuration tool will enable you to change the setting on the IP reader board.

Topics

The following topics will be addressed:

1. The components in the IP-reader set
2. The operating procedures
3. Communication
4. Network Connections
5. Status LED's
6. Software configuration settings
7. Connecting to the Business Server

Components


2 x Network cable
IP Reader Connection Board & Covers
INEPRO IP CARD READER
Card Reader
Cable clip
2x Mn x nmm Dome-shaped Self tapping crosshead screws
4x Mn x nmm Dome-shaped crosshead screws
Plastic screw covers for Card Reader
Power supply with socket adapters
Wire duct

The IP Reader consists of the following components:

- Red Card Reader Housing
  - Red Antenna Box
  - Self Adhesive Fastener (for holding the antenna board)
  - Antenna Box Cap 1 / Red
  - Antenna Box Cap 2 / Red
  - Antenna Board (different types possible)
  - Foam Antenna Board
  - Sticker Antenna Box

- Controller Box
  - Top Cover
  - Bottom
  - Self Adhesive Fastener
  - IP Controller Board
  - IP Antenna Cable
  - Sticker Serie nr. + MAC address

- Wire Duct - Grey
  - Wire Duct
  - Self Adhesive Fastener

- Network Cables
  - Network Cable UTP C5E Patch Black (0,5mtr.)
  - Network Cable UTP C5E Patch Black (2,0mtr.)

- Power Supply AC/DC 12 Volts, 7 Watt
  - Power Supply Unit
  - 2x Socket Adapter

- Screw set
  - 2x Screw self tapping cross head dome 3,5 x 9,5 mm
  - 4x Screw cross head dome 3,0 x 10,0 mm

- Cable clip
  - Cable clip PK 250
  - Self Adhesive Fastener 6 x 6 mm

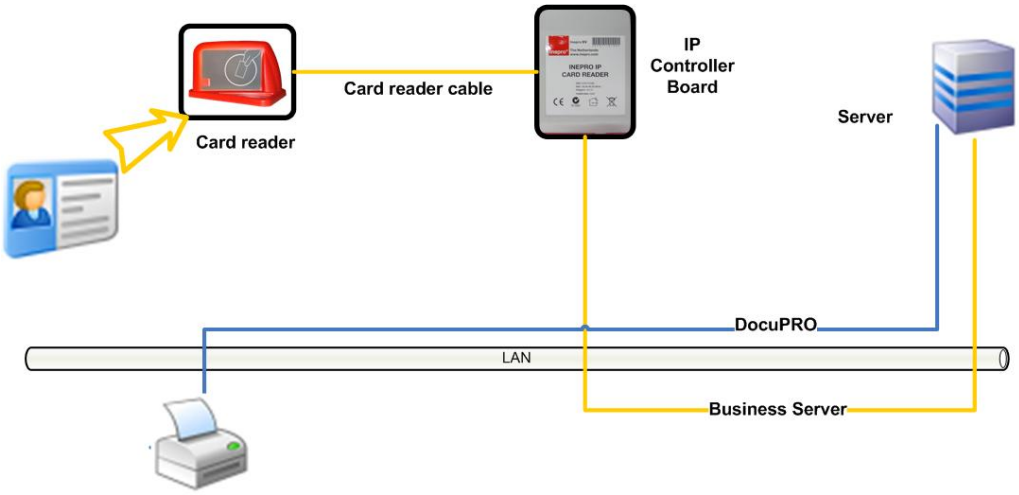
Check Components

Please check if all the components are in the set before you continue with the installation and setup.

Some parts are already pre-assembled or have already be mounted. Like the Antenna board that is mounted in the pre-assembled Red Card Reader housing (the red antenna box).

Operating Procedures

The card reader is connected to the IP controller board by the card reader cable. Using this cable the IP controller board communicates with the card reader. When a card is presented to the reader it will read the card's data. The IP controller board makes a request to the card reader for the data. The IP controller board will then transfer this information to the server by means of an Ethernet connection. The server will receive the card's data and returns an (error) code to the IP controller board. The IP controller board will show this code through the LED's in the card reader's housing.



Communication

Communication between the card reader and the IP Controller Board

The communication between one of the supported card reader and the IP Controller board is done by a protocol (a definition of communication codes or language by which they can communicate). Many manufacturers of readers have defined their own communication protocol.
To comply to those protocols the IP reader software is adapted to the applied protocol.

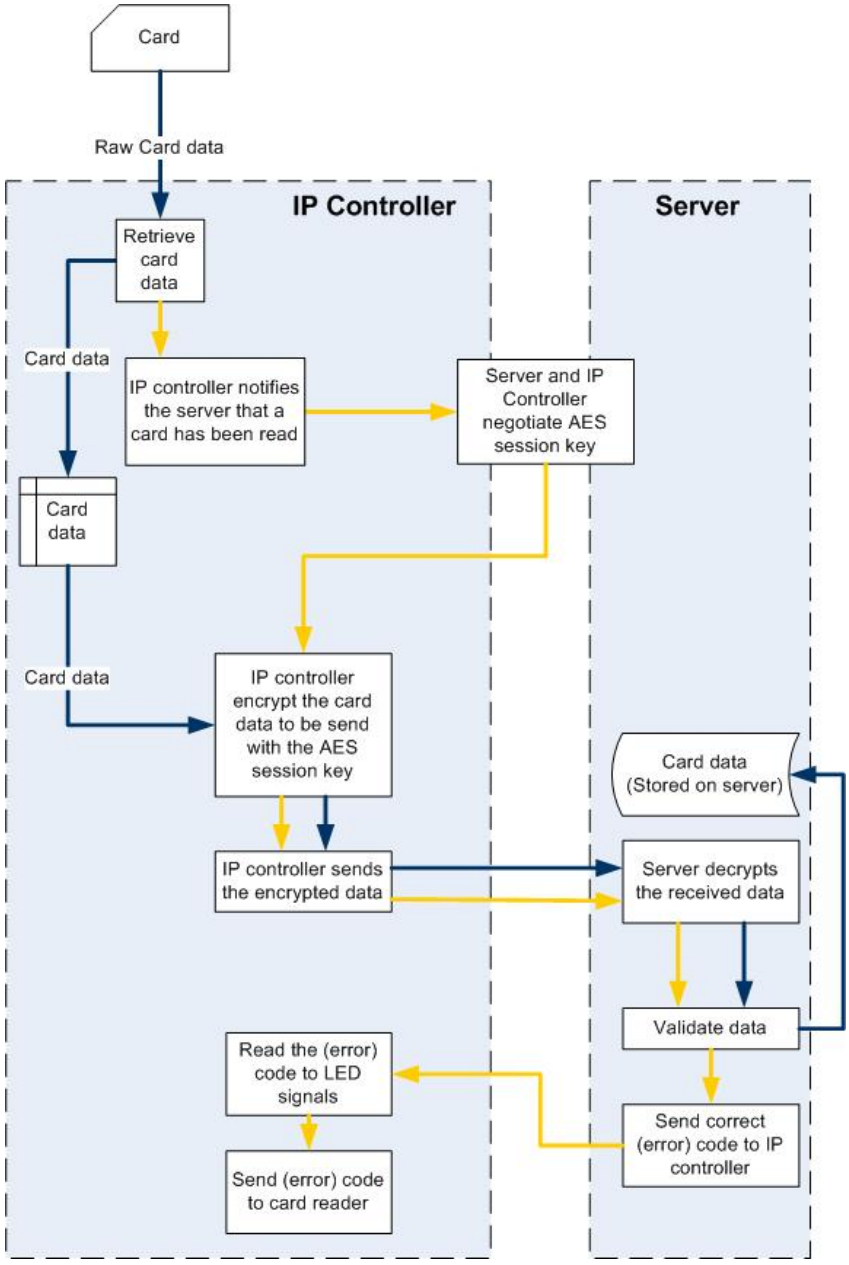
Communication between the server and the IP Controller Board

Inepro has defined it's own protocol for communication between the IP controller board and the server.
To ensure the security of the card data an AES (Advanced Encryption Standard) encryption is applied to the data.

Encryption
The encryption key is renewed with every connection so it is not possible for another device than the IP controller board to present card data to the server. With every connection the server will send a new AES key to the IP controller board. This encryption key is received by the IP controller board and used to encrypt the data before it is transmitted to the server.
A time-out for the data to arrive at the server is set at 10 seconds. If the server does not respond within this time, the protocol will be cancelled and the data will not be processed.

Alternative server
It is possible to set up a second server for the IP reader. This allows the IP reader to look for an alternative server if the main server does not respond.

IP Reader encryption protocol


Card
Raw Card data
IP Controller
Server
Retrieve card data
Card data
IP controller notifies the server that a card has been read
Server and IP Controller negotiate AES session key
Card data
Card data
IP controller encrypt the card data to be send with the AES session key
Card data (Stored on server)
IP controller sends the encrypted data
Server decrypts the received data
Validate data
Read the (error) code to LED signals
Send correct (error) code to IP controller
Send (error) code to card reader

Network Connections

Switch

On the IP controller board there are two network connectors. The IP controller board can be used as a switch because of the Ethernet switch chip on board and can be placed between a wall outlet and an existing Ethernet device (like a printer or multifunctional device).

Power over Ethernet (PoE)

If the power supply adapter is used both connectors can be used normally to connect to the wall outlet and the Ethernet device. But the IP controller board can also be supplied with energy by a Power over Ethernet switch. In this case the connection from the PoE switch must be made to the

"PoE" Ethernet connector, the Ethernet device can be connected to the "no PoE" connector.

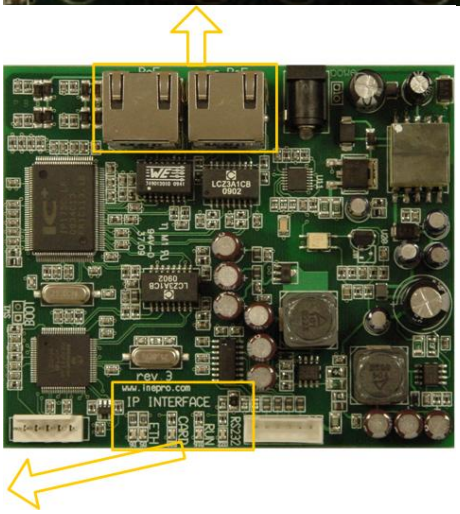
If the cables are connected falsely (ie. the PoE switch is connected to the "no PoE" Ethernet connector), nothing will be damaged. In that case the IP controller won't have energy and will not operate. Switching the Ethernet cable to the "PoE" connector will activate the IP controller board.

IP READER OVERVIEW

	Power over Ethernet	No Power over Ethernet
Orange LED	Blinking	On
Green LED	On	Blinking

IP Controller Board Ethernet Connections

IP Controller Board



IP Controller Board LED's

--> RS232 Led on = Communication between card reader and controller board is OK.

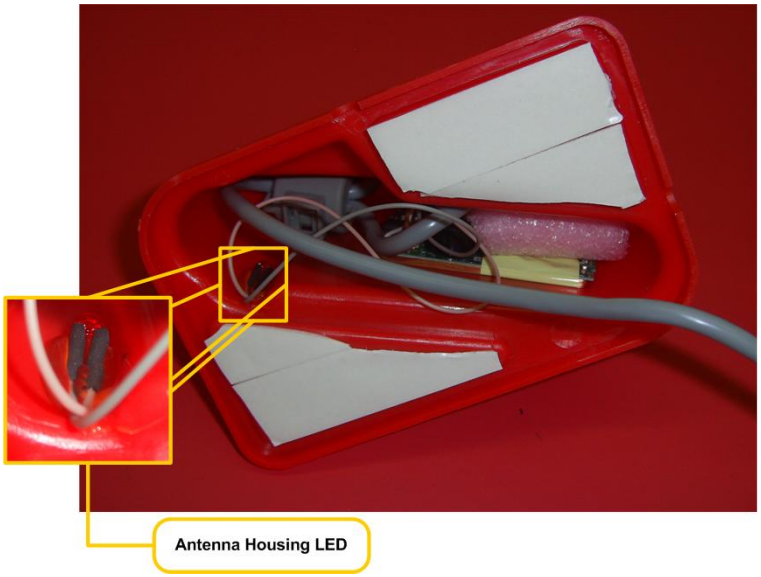
--> RUN led on = Program in the micro on the IP controller board runs correctly.

--> CARD led on = controller board detects card being presented to card reader.

--> Green led on = Ethernet connection with internal switch chip

--> Orange led blinking = data being transferred trough Ethernet connection

LEDs (Light Emitting Diodes)



Antenna Housing LED

Inside the card reader's housing a LED is mounted which can be used to let the user know that card data has been read and this data is presented to the server. The LED will also be used to show an error has occurred, by using different blink patterns.

Blink patterns

In case of an error situation the LED will blink with an irregular pattern.
The number of times the LED blinks between the longer 'on' (or 'off') pulses is an indication for the error code.

Reader	Status	Display
All	Waiting	Off
Non-Wiegand	Card presented to reader, but no reaction from server	Contant on/off pattern (0.5 sec. / 0.5 sec.)
Wiegand	Card presented to reader, but no reaction from server	Contant on/off pattern (0.5 sec. / 0.5 sec.) for 30 seconds.
Non-Wiegand	Card accepted, card data presented to server and accepted at the server.	On
Wiegand	Card read, but not accepted	Short pulse (<0.5 seconds)
Wiegand	Card presented correctly, server received the data OK	Long pulse (2-4 seconds)

Error Codes

Also the server can generate error codes. These error codes are shown when the card lies on the card reader. This error code will enable the user to communicate the type of error without the necessity of a service engineer to be present at the reader's site.

Symbol	Description	LED
-	Header or trailer of an error code	Long Pulse
.	Error code	Short Pulse

Reader	Status	Code
Non-Wiegand	Card reader not responding	9 error pulses (-.....-)
All	Error in the EEPROM configuration of IP Controller board	10 error pulses (-.....-)

IP Controller Board LED's

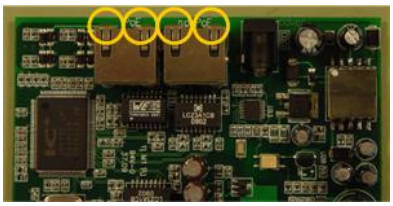
LED	Status	Display
RS232	Connection between card reader and IP Controller board.	Off
	Card reader (that does not allow access actively), sends data to the IP controller board. *1	On
RUN	Running OK	Blink every 0.5 sec.
CARD	Card present	On
	Card not present	Off
	Card reader cannot be actively accessed *1	
	The card data was presented to the server 2 seconds ago.	
ETH Green	Running OK	On
ETH Orange	Running OK	Blinking

Footnotes:

***1.There are card readers that have a protocol installed where the controller board does not have to establish an active connection with the card reader. The card reader itself will generate a data string containing the card number. The IP controller board will receive this data string and, after encryption, redirect this data to the server. This situation can cause the CARD LED and the RS232 LED to behave differently.**

IP Controller Board Ethernet Connector LED's

On each of the 2 Ethernet connectors on the IP controller board 2 LEDs are mounted with the same way of operating as a network switch/router.



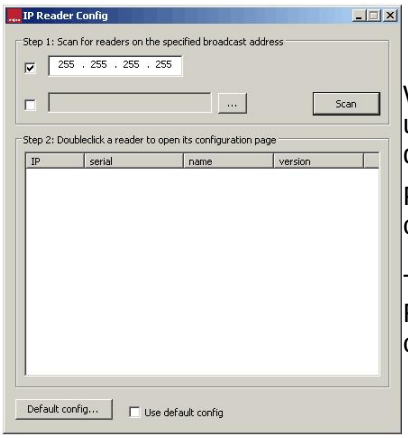
LED	Status	Display
Green (or orange PoE)	Connection exists	On
	Connection does not exist	Off
Orange (or green PoE)	Data is being transmitted	Blinking at transmission speed
	Bad or slow connection	Blinking at moderate speed, modulated on the data transmission blink signal

With the PoE connector, the status of the green LED will be that of the orange LED and vice versa.

Software configuration settings

The IP Reader Config Tool

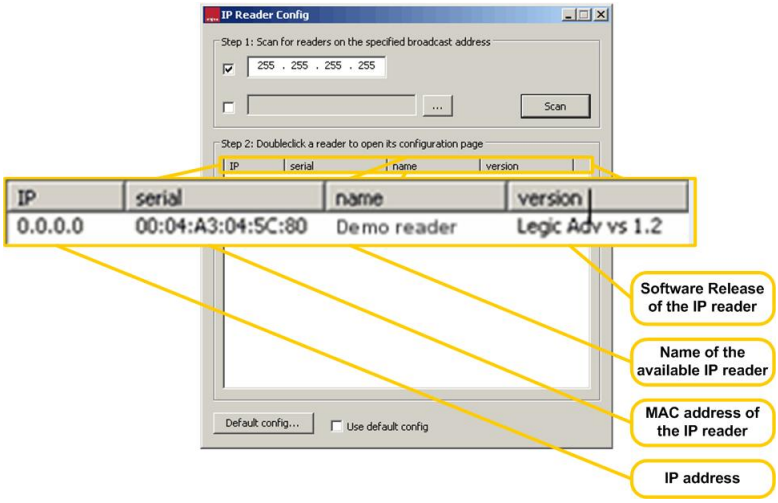
The configuration settings can be managed using the IP card reader config tool.



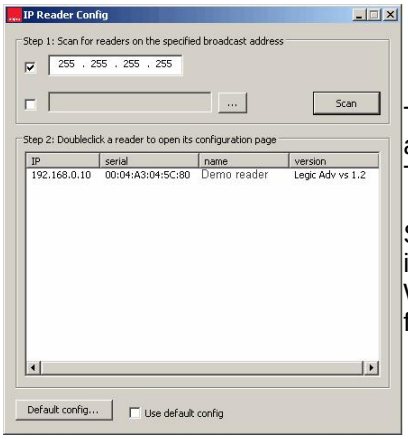
When you start the configuration set-up program this screen will be displayed.

Press the Scan button to search for connected IP Readers.

This next screen will display the IP Readers that were found by the configuration set-up program.



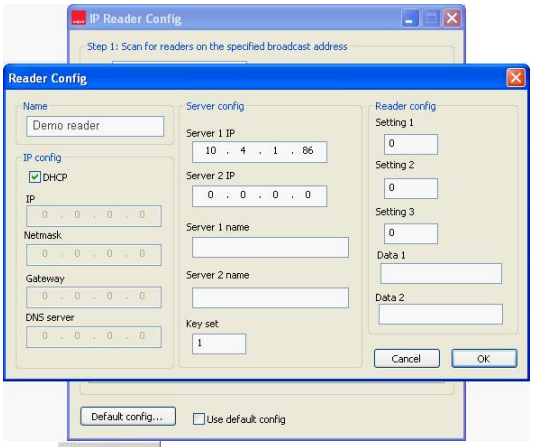
Please note that the IP address of the IP Reader has not been applied (0.0.0.0). Provided the DHCP server is up and running, the next screen will be displayed



The DHCP server has found the IP Reader and has displayed the host name "PoE Test". The IP-address is also retrieved and displayed.

Select an IP Reader by double-clicking on the intended IP Reader info line in the list. When the IP Reader information has been found the next screen will be displayed.

This screen is divided into 4 distinct areas: "Name", "IP config", "Server config" and "Reader config":



The Abbrechen button will exit this window without any processing.
The OK button sends the new configuration to the IP Reader.

Name

Key	Description
Name	The name of this IP reader (like 'Printer Q745') This name will also be used as host name, it is sent to the DHCP server and DNS server if they are enabled.

IP config

Key	Description
Dynamic Host Configuration Protocol	Enabled if DHCP be used, disabled if the network information need to be filled out manually.
IP	The IP-address for the IP reader.
Netmask	The netmask (only used when using subnetting, ask your system administrator, if you're not sure). Standard value 255.255.255.0
Gateway	The IP address of the gateway (The gateway is de server that is located between two networks, like the Internet and your local network). It is usually the same address as the DNS server.
Domain Name System	The IP address of the server with the Domain Name System, the system that transforms names to IP-addresses and vice versa.

Server config settings

Key	Description
Server 1 IP	The address of the server that the IP reader should contact.
Server 2 IP	The address of the back-up server that the IP reader should contact. It will be contacted if the first server does not respond.
Server 1 name	When DNS is used the name of the server can be entered, the IP-address value for this server will be ignored, and retrieved from the DNS server.
Server 2 name	When DNS is used the name of the server can be entered, the IP-address value for this server will be ignored, and retrieved from the DNS server
Key set	Key set will give the possibility to set the encryption key between the IP reader and the server. At the time of writing the value as not yet used and should always be set to '1'.

Reader config settings

Key	Description
Setting 1	These settings will be addressed below.
Setting 2	
Setting 3	
Data 1	
Data 2	

These fields will be used for retrieving the card reader data. The values entered here are dependent on the card that is used.

Note: The raw data is supplied without conversion. Below you will find the data that applies to the data supplied in a decimal format.

These are the setting for the currently supported readers:

Wiegand:

Setting	Description	Value	Description	Bits	Facility code
Setting 1	**Card ID. Because of the applied interface it is possible that different card readers are connected with this communication protocol. To be able to differentiate the different card type the card type can be entered here.**	**-**	**-**	**-**	**-**
Setting 2	**Protocol Type. The different Wiegand readers are able to read card with different protocols. The IP reader software will enable you to select one of the protocols. (Remark "all types" in setting 0 means All types except 2 and 128-255.)**	**0**	**All types except value 2 and 128-255**	**-**	**-**
		1	**H10301**	**26**	**8 bit**
		2	**H10302**	**37**	**none**
		3	**H10304**	**37**	**16 bit**
		4	**H10306**	**34**	**16 bit**
		5	**C1000**	**35**	**12 bit**
		8	**ARAS 36**	**36**	**16 bit**
		128	**NFP**	**37**	**16 bit**
		129	**NFP1**	**36**	**15 bit**
		130	**PAL**	**34**	**0 bit**
		131	**PAH**	**27**	**0 bit**
		255	**RAW**	**--**	**0 bit**
Setting 3	**Facility code. This is a part of the data delivered by the Wiegand protocol. If the value here is other then '0', then the IP reader will check if the code on the card is present. If the value is '0' the facility code is not checked.**	**-**	**-**	**-**	**-**
Data 1	**Not applicable**	**-**	**-**	**-**	**-**
Data 2	**Not applicable**	**-**	**-**	**-**	**-**

Note: The facility code is never send to the server.

Multi tag:

Setting	Description	Value	Card Types	Behaviour
Setting 1	IP reader will read the following protocols: EM4x02, EM4x05, EM4x50, hitag1, hitag2, Q5 and Ti-RFID. Because of the emulation of the EM4x02 card and the EM4x05 card by the Q5 card, these different settings of Setting 1 are supported.	0	EM4x50, hitag1, hitag2, Q5 and Ti-RFID	-
		1	EM4x02, EM4x05, EM4x50, hitag1, hitag2 and Ti-RFID	-
		3	EM4x02, EM4x05, EM4x50, hitag1, hitag2 and Ti-RFID	The card data of the EM4x02 cards will be processed and send in reversed order.
		5	EM4x02, EM4x05, EM4x50, hitag1, hitag2 and Ti-RFID	The card data of the EM4x05 cards will be processed and send in reversed order.
		7	EM4x02, EM4x05, EM4x50, hitag1, hitag2 and Ti-RFID	The card data of the EM4x02 and EM4x05 cards will be processed and send in reversed order.
Setting 2	Not applicable	-	-	-
Setting 3	Not applicable	-	-	-
Data 1	Not applicable	-	-	-
Data 2	Not applicable	-	-	-

Warning: Processing and sending of data in reversed order not tested for the EM4x05 cards.

Mifare:

Setting	Description	Value	Card Types
Setting 1	The Mifare reader supports the 4 bytes Mifare card serial number and 7 bytes Desfire card serial number. Setting 1 will be used to determine if the order of the 4 bytes Mifare card serial number should be reversed. Only 4 bytes of the Desfire card serial number are used to calculate the decimal card number.	0	Card serial number is calculated from the raw data in the reversed order.
		1	Card serial number is calculated from the raw data in the normal order.
Setting 2	Not applicable	-	-
Setting 3	Not applicable	-	-
Data 1	Not applicable	-	-
Data 2	Not applicable	-	-

Legic:

Setting	Description	Value	Card Types
Setting 1	The IP reader supports: Legic Prime Legic Advant Mifare (classic) Mifare Desfire ISO 15695 Setting 1 will be used to determine if the order of the card serial number should be reversed for the Mifare Classic For ISO 15695 and Mifare Desfire are not influenced by these settings	0	Card serial number is calculated from the raw data in the reversed order.
		1	Card serial number is calculated from the raw data in the normal order.
Setting 2	Legic Prime Read Setting	0	Standard Legic Prime number
		1	Reversed Legic Prime number
Setting 3	Not applicable	-	-
Data 1	Not applicable	-	-
Data 2	Not applicable	-	-

Note: When you can't find your card reader type in these tables, please contact Inepro for the settings for your reader. They will send you the latest version of this manual.

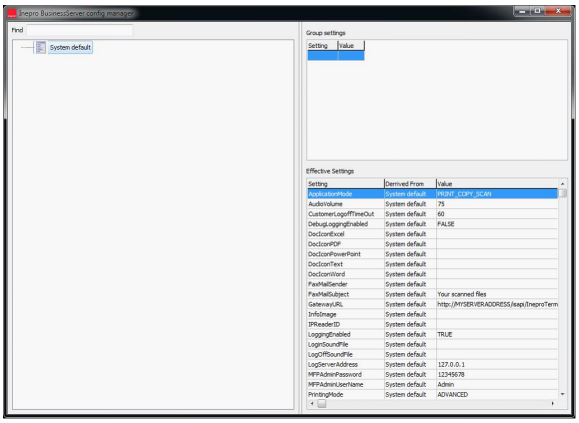
Inepro Business Server

The Inepro Business server is a module in the Inepro Back Office suite that is the central communication server for most of our software. All hardware and software is able to register and communicate via this server. If your system uses an Inepro Business Server you should follow these instructions to register your IP reader with it, otherwise skip this chapter, you have finished installing your IP reader.

Warning! The Inepro Business Server is an optional Inepro Back Office Suite module. You will not need or be able to execute these instructions if you do not posses this module. If you do not posses this module, please skip this chapter. The symbol in our manuals will tell you that a module is optional.

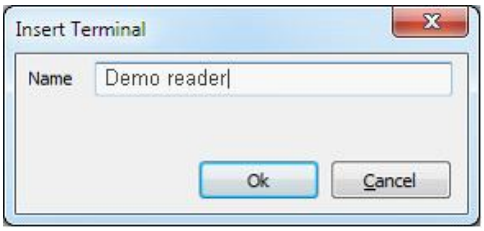
Connect the IP reader to the Inepro Business server

1. Start the Inepro Business Server Config settings manager (this will be installed in the Back Office Suite directory, by default in the 'C:\Program Files\Inepro' directory).



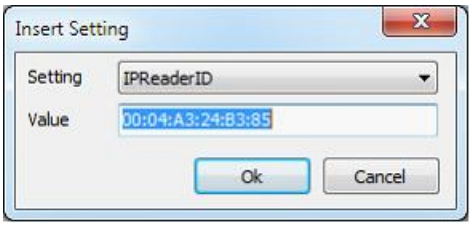
2. Right-click on 'System default' and choose 'Insert' from the menu.
3. A new group will be created that can be named. For each IP reader such a group will have to be created.

4. Right-click on the group that you have just created and pick 'Create print release terminal'. The pop-up window below appears:



5. The name of this IP reader (like 'Printer Q745') This name will be shown in the Inepro Back Office Manager in the Terminal menu.

6. Click on the group and right-click 'Group Settings'. A menu will be shown, choose 'Insert'.
The pop-up window below appears:

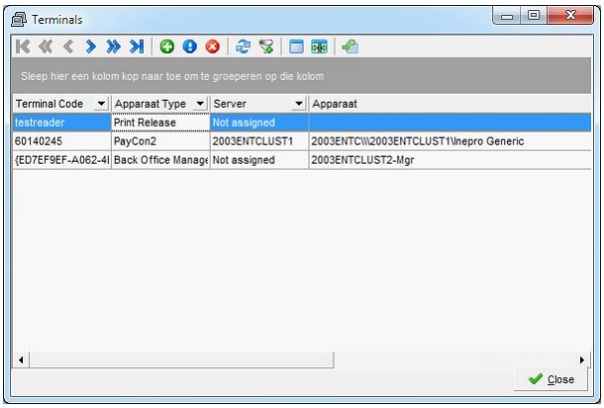


7. Choose the setting 'IPReaderID'.
8. Retrieve the IP Reader serial (MAC address) from the IP Config Tool and insert it in the 'Value' field.
9. Click on OK and the reader is registered in the Inepro Back Office Suite.
10. Repeat this process for all the other readers.

11. When you have finished registering the IP readers, restart the Business server.

Connect to the Inepro Back Office Manager

12. After the Business server has started again you should be able to find the reader that have been registered in the Inepro Back Office Manager in the 'Advanced' -> 'Terminals' menu :



13. These terminals can now be connected to a Multifunctional, like you would connect a PayCon terminal.
14. Refer to the Inepro Back Office Manager manual for more details on connecting a terminal to a DocuPRO device.
15. Refer to the Business Server manual for more detail on the working and configuration of the Business Server
16. Refer to the IP-reader manual for more details of the IP-readers.

Specifications

Power

Power Supply (via adapter)	Switch regulated, high efficiency 12V DC adapter 1VA
Power Supply (via PoE)	Confirm IEEE 802.3 AF specifications
Operation Voltage Range DC (via adapter)	10 to 20V DC
Operation Voltage Range DC (via PoE)	40 to 60V DC
Power Consumption	At maximum (depending on hardware configuration, like card reader) 3 VA

Housing

Material	PC / ABS crash-, flame-, and scratch-resistant plastic
Colour Antenna Board Housing	Red
Colour Controller Board Housing	Light Grey
Dimensions Controller Board Housing	11,5 x 16 x 3,4 (W x H x D)
Dimensions Antenna Board Housing	7,9 x 7,5 x 12,1 (W x H x D)

Local Area Network (LAN)

Connector (Both)	RJ-45
Network Interface (Both)	Confirm IEEE 802.3, 100Base-T
Transmission Speed (Both)	100 Mbps
Power over Internet (PoE)	Confirm IEEE 802.3 AF
IP-Address	DHCP client or static IP

Environmental conditions

Operating Requirements	Suitable for indoor use only

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Introduction

PayCon Touch LED indicator

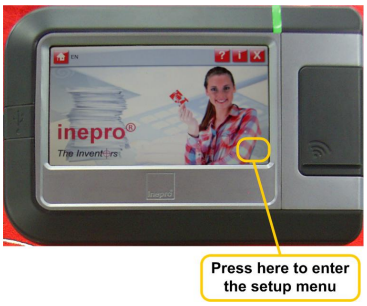
De LED on the PayCon touch can have 3 colours and indicates the status of the PayCon Touch.

PayCon Touch	Colour	Status
	Blue	Busy / Connecting...
	Green	Standby
	Red	No Connection / Error

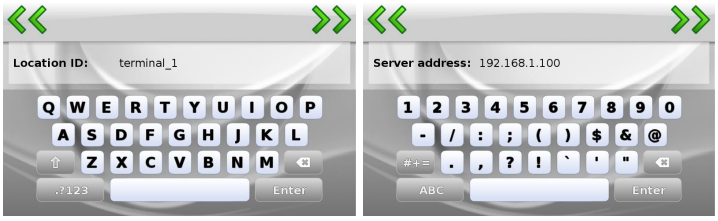
Setup

Configure PayCon Touch terminals

When the PayCon Touch starts when it hasn't been configured, you will be able to set these connection settings. To do this press the touchscreen at the lower right corner.
The setup menu will be available when; the settings have not yet been set, when the network cable is not connected, or when the Business Server is offline.

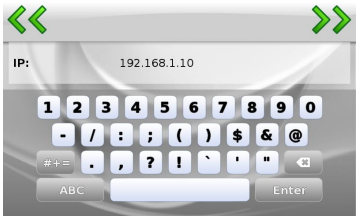


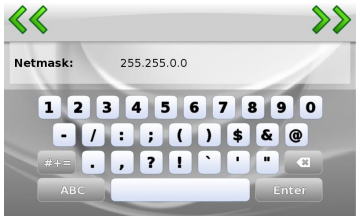
In the setup menu, carry out the following:



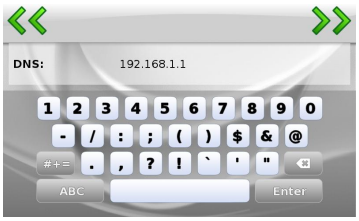
Fill out the Location ID and the Server address.

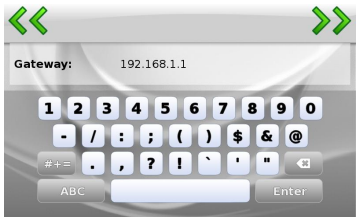
Enable or disable the DHCP.





Fill out the IP and Netmask.





Fill out the DNS and Gateway.

Enter topic text here.

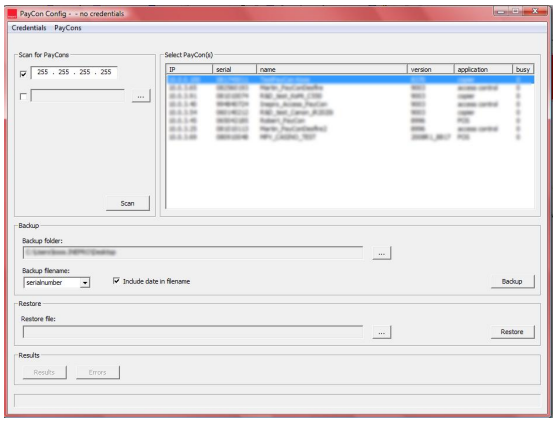
Configure PayCon terminals

This can be done manually or by using the PayCon Config tool.

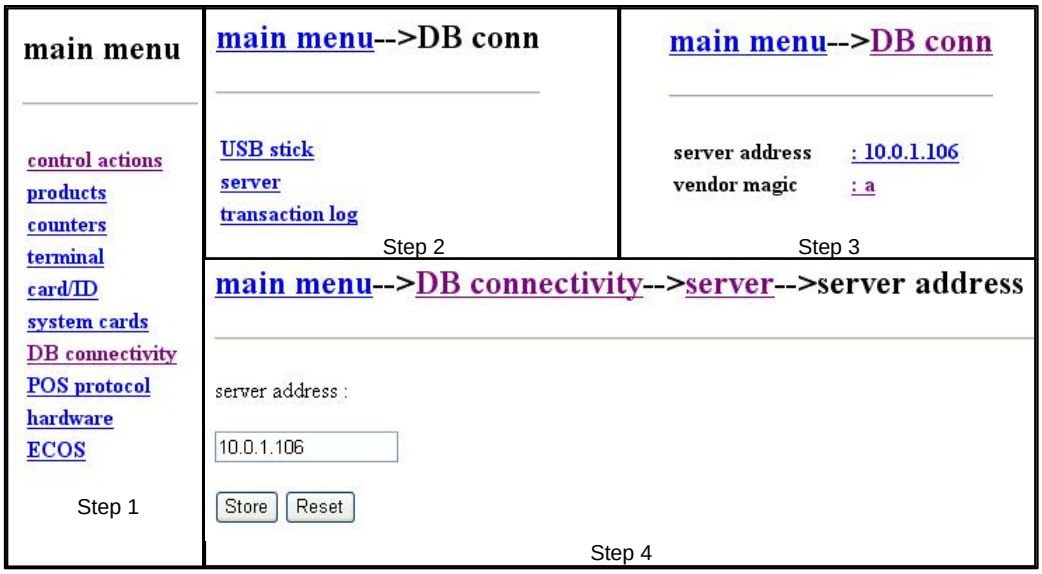
To use the PayCon Config tool:
First we need to give PC credentials to access the terminals with the PayCon Config tool:
1. Go to a PayCon on the same network as the PayCon you want to configure
2. Present your service card to the PayCon
3. Enter your code
4. Go to 'Control Actions -> Remote Config -> Grant Access' and fill in the IP-address of your server.
5. Exit the PayCon menu.
6. Return to your computer.

Click 'Configure your PayCon II terminals' to configure your terminals for use with the Inepro Back Office Manager by using the PayCon PayCon Config tool.

You will see the following screen after you click on the 'Scan' button:

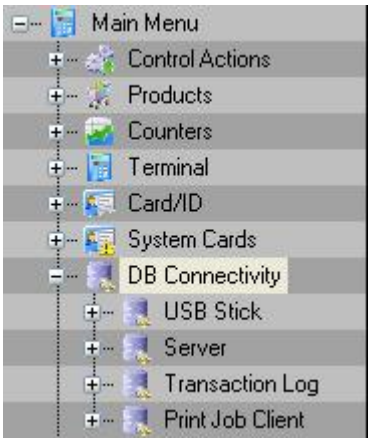


Double-click the selected PayCon. The Internet Explorer (or your default browser) will open the PayCon configuration page. (We currently support the Internet Explorer and the Mozilla Firefox browser are supported, if you are using another browser as default browser and are experiencing difficulties, please make Internet Explorer your default browser before using the PayCon Config tool.)



1. Click 'DB connectivity'
2. Click 'Server'
3. Click the IP-address after 'Server address'
4. Set the IP-address to the database server and click 'Store'.

Or set the IP-address in the PayCon by hand:



Present your service card to the PayCon and enter your code.

Go to "DB Connectivity -> Server -> Server address" in the PayCon to set the server IP-address.

For connection information of other terminals then the PayCon or PayMatic Coin & Card refer to the manual of the terminal.

Make sure you have a suitable database engine installation
We recommend using Microsoft SQL Server 2005 or Microsoft SQL Server 2008, make sure that the security mode is set to "Windows and SQL Server".

(Only if you use the DocuPRO module)
If Windows Vista is used as a print server or if you use Windows Server 2003 or Windows Server 2008 you need to make this change in your registry:

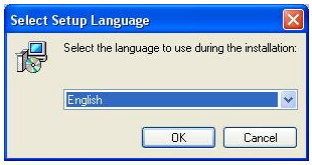
1. Look up the key: "HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\Print".
2. Look up (or if it does not exist create a new key) "DisableServerFilePooling".
3. Create a new DWORD value.
4. The value should be set to '1'.

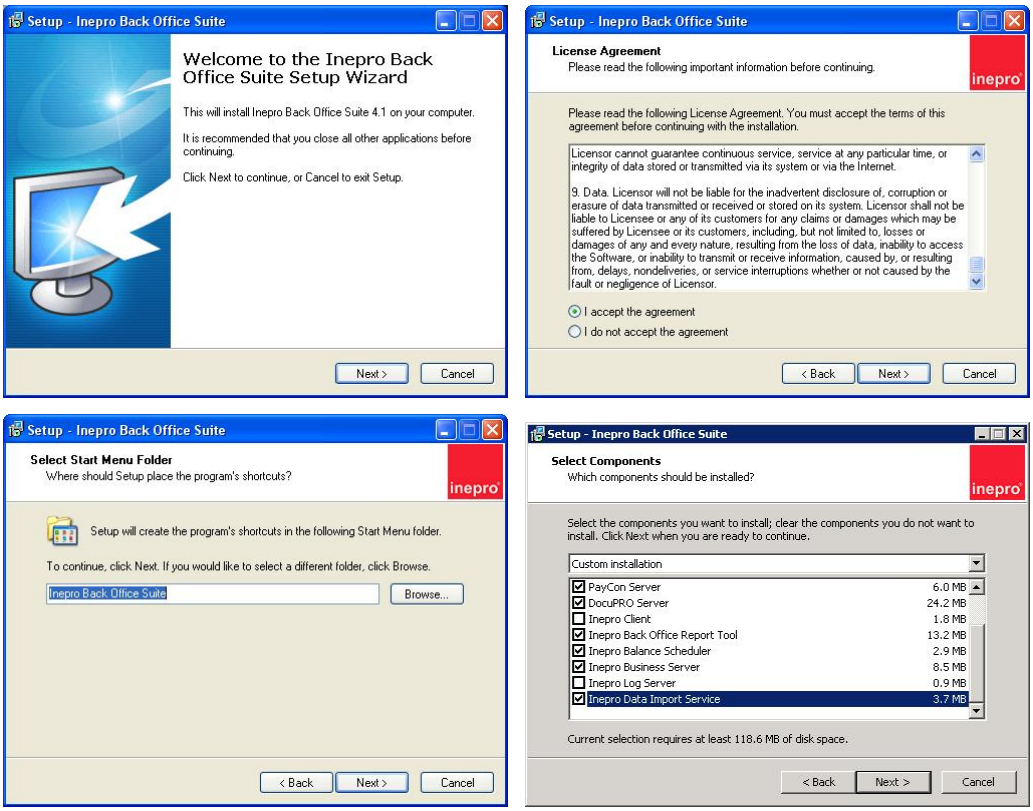
For more information go to Microsoft Knowledge Base Article 815913
http://support.microsoft.com/?kbid=815913

If Windows Vista is used as a client, this adaptation is not necessary

Run the setup wizard
You can read additional information about the installation in this chapter.

First select your language in the language combo box:

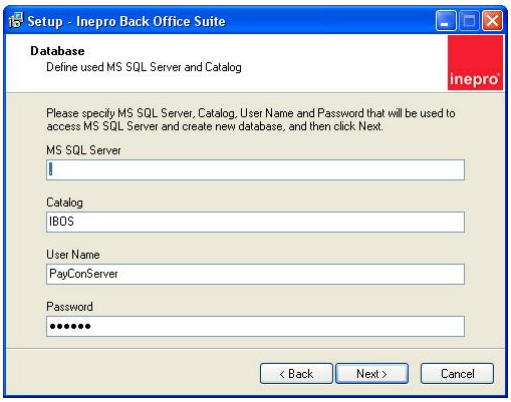


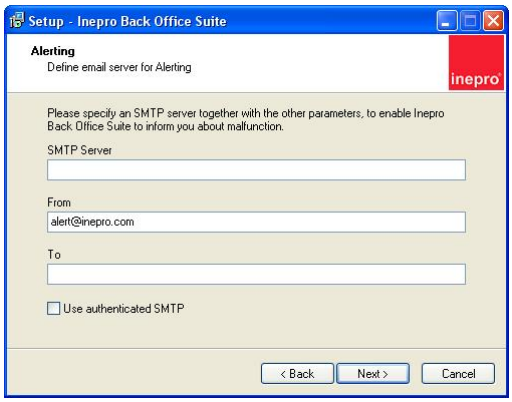

Setup - Inepro Back Office Suite
Welcome to the Inepro Back Office Suite Setup Wizard
This will install Inepro Back Office Suite 4.1 on your computer.
It is recommended that you close all other applications before continuing.
Click Next to continue, or Cancel to exit Setup.
Next >
Cancel
Setup - Inepro Back Office Suite
License Agreement
Please read the following important information before continuing.
Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.
I accept the agreement
I do not accept the agreement
< Back
Next >
Cancel
Setup - Inepro Back Office Suite
Select Start Menu Folder
Where should Setup place the program's shortcuts?
Setup will create the program's shortcuts in the following Start Menu folder.
To continue, click Next. If you would like to select a different folder, click Browse.
Inepro Back Office Suite
Browse...
< Back
Next >
Cancel
Setup - Inepro Back Office Suite
Select Components
Which components should be installed?
Select the components you want to install; clear the components you do not want to install. Click Next when you are ready to continue.
Custom installation
PayCon Server 6.0 MB
DocuPRO Server 24.2 MB
Inepro Client 1.8 MB
Inepro Back Office Report Tool 13.2 MB
Inepro Balance Scheduler 2.9 MB
Inepro Business Server 8.5 MB
Inepro Log Server 0.9 MB
Inepro Data Import Service 3.7 MB
Current selection requires at least 118.6 MB of disk space.
< Back
Next >
Cancel

1. Click Next > to continue with the installation of Inepro Back Office Suite on your computer.
2. Read the licence and if you accept, choose "I accept the agreement" and click Next >.
3. Then browse to or type the path of the location you want the software to be installed then click Next > again.
4. Select the components you want to install. You can choose a pre-selection by clicking on the combo box. Or make a selection by checking or unchecking the check boxes.

Component	Description
Inepro Back Office Manager	The manager itself, the interface between the administrator and the database
Inepro Back Office Database	Install the database on this machine
Inepro License Server	The Inepro License Server (it should run on one machine, preferably the database server)
PayCon Server	Managing the communication between the database and the PayCon II terminals
DocuPRO server	Managing the communication between the database and the Printers
Inepro Client	The client pop-ups that provide an important interface with the Inepro Manager
Inepro Back Office Report Tool	The Report Tool can be used to generate a great number of reports
Inepro Balance Scheduler	The Balance Scheduler is used to schedule balance mutations
Inepro Business Server	The Business Server stores most of the configuration in a central location and is used for communication with the PayCon Touch and embedded terminals. The terminals can be set up with the business communication manager.
Inepro Log Server	The Log server is used to store all the logging of our software on a central location, it is not mandatory but then the logs will be stored locally
Inepro Data Import Server	The Data Import Server is used to import user data from Active Directory or *.csv files to the Inepro database

Click Next > to continue.

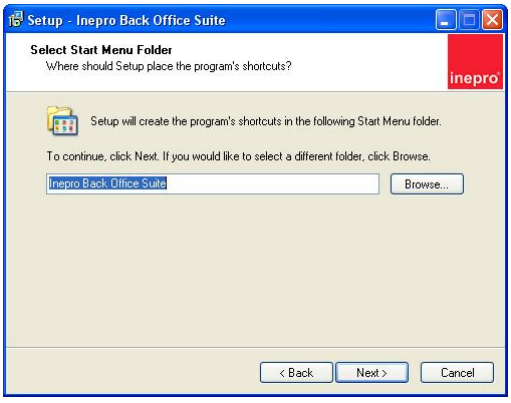

Setup - Inepro Back Office Suite
Database
Define used MS SQL Server and Catalog
inepro
Please specify MS SQL Server, Catalog, User Name and Password that will be used to access MS SQL Server and create new database, and then click Next.
MS SQL Server
Catalog
IBOS
User Name
PayConServer
Password
< Back
Next >
Cancel

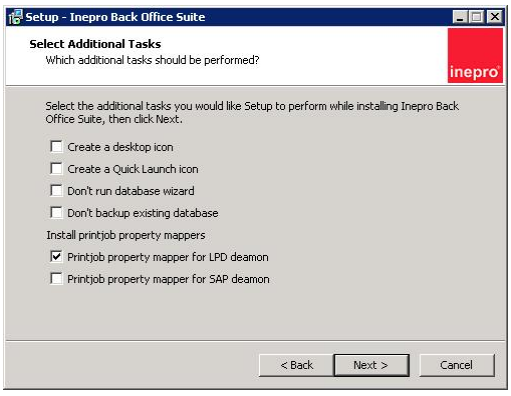


MS SQL Enterprise Server	The servers address (. = local machine)
Catalog	The database name (IBOS by default)
Username	The database username
Password	The database password

SMTP Server	The server you use to send mail
From	The email address that will appear in the 'from' field.
To	The email address the alert is send to.
Use authenticated SMTP	Check if you use authenticated SMTP.

1. Click Next > to continue.
2. Fill in your SMTP address and click Next > to continue

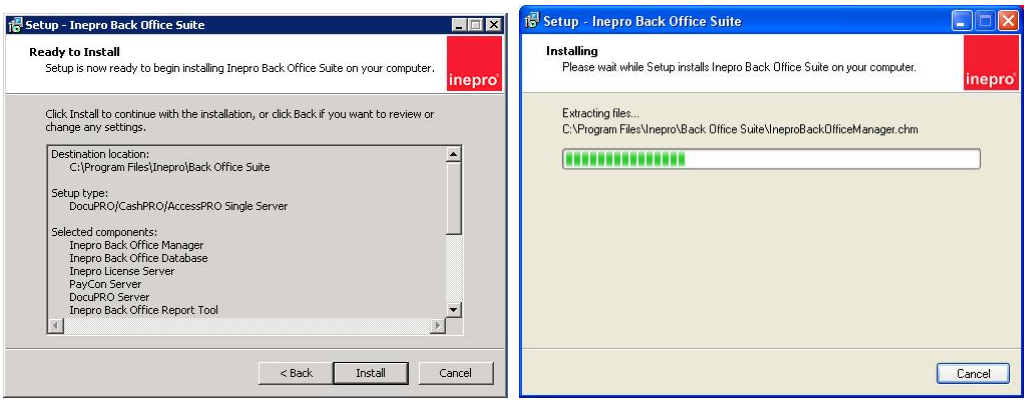

Setup - Inepro Back Office Suite
Select Start Menu Folder
Where should Setup place the program's shortcuts?
inepro
Setup will create the program's shortcuts in the following Start Menu folder.
To continue, click Next. If you would like to select a different folder, click Browse.
Inepro Back Office Suite
Browse...
< Back
Next >
Cancel


Setup - Inepro Back Office Suite
Select Additional Tasks
Which additional tasks should be performed?
inepro
Select the additional tasks you would like Setup to perform while installing Inepro Back Office Suite, then click Next.
Create a desktop icon
Create a Quick Launch icon
Don't run database wizard
Don't backup existing database
Install printjob property mappers
Printjob property mapper for LPD deamon
Printjob property mapper for SAP deamon
< Back
Next >
Cancel

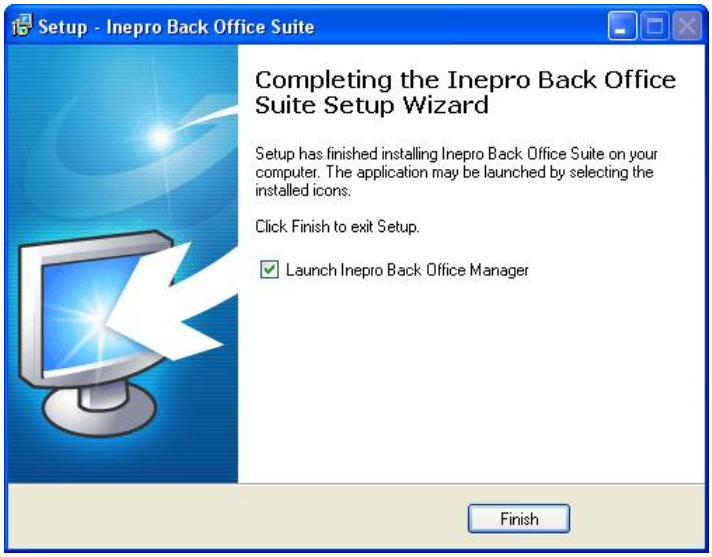
Enter the folder name to add to the Start menu the links that point to the software. Click Next > to continue.

Create a desktop icon	Create a icon on the desktop (default = off)
Create a Quick Launch icon	Create a icon on the Quick Launch bar (next to the Start button on the taskbar) (default = off)
Don't run the database wizard	The database wizard will not be run and an option is created to run the wizard manually with more advanced options (default = off) You can choose not to backup the existing database when you already made a backup manually or to work around a backup time-out for large databases.
Print job property map for LPD daemon	This option is needed to determine the user name, while using Novell Netware but may also be checked if you are using a different system (default = on)
Print job property map for SAP daemon	This option is needed to determine the user name, while using the SAP application, in all other cases it needs to be shut off (default = off)

Click Next > to continue.


Setup - Inepro Back Office Suite
Ready to Install
Setup is now ready to begin installing Inepro Back Office Suite on your computer.
inepro
Click Install to continue with the installation, or click Back if you want to review or change any settings.
Destination location:
C:\Program Files\Inepro\Back Office Suite
Setup type:
DocuPRO/CashPRO/AccessPRO Single Server
Selected components:
Inepro Back Office Manager
Inepro Back Office Database
Inepro License Server
PayCon Server
DocuPRO Server
Inepro Back Office Report Tool
< Back
Install
Cancel
Setup - Inepro Back Office Suite
Installing
Please wait while Setup installs Inepro Back Office Suite on your computer.
inepro
Extracting files...
C:\Program Files\Inepro\Back Office Suite\IneproBackOfficeManager.chm
Cancel

An overview of the installation is displayed, click Install to start the installation.


Setup - Inepro Back Office Suite
Completing the Inepro Back Office Suite Setup Wizard
Setup has finished installing Inepro Back Office Suite on your computer. The application may be launched by selecting the installed icons.
Click Finish to exit Setup.
Launch Inepro Back Office Manager
Finish

The software is installed, click Finish to close the setup and launch the Inepro Back Office Manager (if the option in the screen is checked).

Read the documentation

You need the Acrobat Reader to read the user manual; Go to the Acrobat website to download the latest version.

Basic Configuration Wizard

In the setup guide you could find the guidelines on how to install the software on your system. Now you have done this you are ready for the basic configuration of your DocuPRO software.

Follow these step to configure Inepro Back Office Suite for the first time:

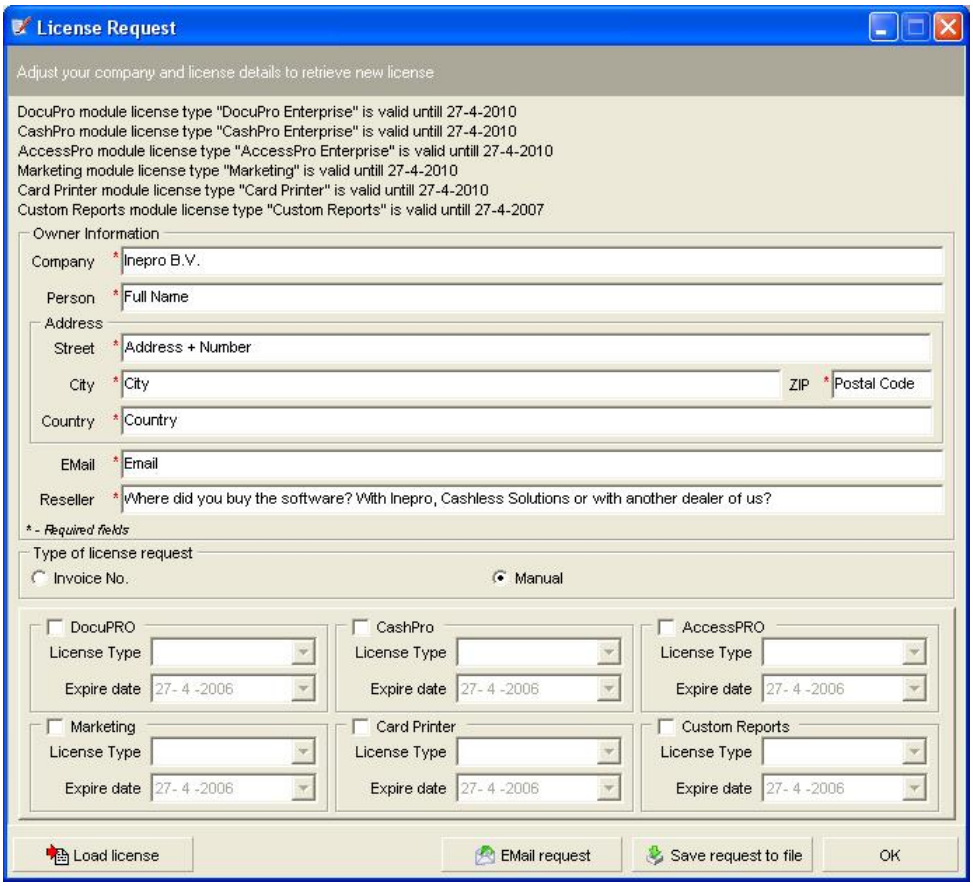
1. ***First Time Registration*** ***Page*** 40
2. ***Welcome Screen*** ***Page*** 132
3. ***Organisation*** ***Page*** 132
4. ***Location*** ***Page*** 133
5. ***Site*** ***Page*** 133
6. ***Authentication*** ***Page*** 134
7. ***Administrative PayCon*** ***Page*** 134
8. ***Product Groups*** ***Page*** 135
9. ***Products*** ***Page*** 135
10. ***Product Templates*** ***Page*** 136
11. ***Printer Pools*** ***Page*** 136
12. ***Devices*** ***Page*** 140

First time registration code

Until you register you will see that when you start the software you will be prompted to enter the owner information and to select the modules and the time period you like to have the licence. You see this screen every time you start the Inepro Back Office Manager if you have a trial licence or if your current licence will end within 90 days.

You can do this selecting 'manual' by 'type of licence request' and filling out the fields or by entering your invoice number (select 'invoice' at 'type of licence request') and than we will look up your licence details.

Click EMail request to send your request. Or if your not able to send you request, click Save request to file to save your request to a file. If you can't mail your request automatically, send the request file to 'registration@inepro.com'.


License Request
Adjust your company and license details to retrieve new license
DocuPro module license type "DocuPro Enterprise" is valid untill 27-4-2010
CashPro module license type "CashPro Enterprise" is valid untill 27-4-2010
AccessPro module license type "AccessPro Enterprise" is valid untill 27-4-2010
Marketing module license type "Marketing" is valid untill 27-4-2010
Card Printer module license type "Card Printer" is valid untill 27-4-2010
Custom Reports module license type "Custom Reports" is valid untill 27-4-2007
Owner Information
Company * Inepro B.V.
Person * Full Name
Address
Street * Address + Number
City * City
ZIP * Postal Code
Country * Country
EMail * Email
Reseller * Where did you buy the software? With Inepro, Cashless Solutions or with another dealer of us?
* - Required fields
Type of license request
Invoice No.
Manual
DocuPRO
CashPro
AccessPRO
Marketing
Card Printer
Custom Reports
License Type
Expire date
27- 4 -2006
Load license
EMail request
Save request to file
OK

When your registration is completed, you will receive your licence file by e-mail. Load this file by pressing Load license or double clicking the file. When you have loaded the file the licences will be active after your confirmation. The active licence modules will be shown on top of the registration window. You can reach the registration screen by clicking on 'Help --> Registration' in the menu bar.

For demo purposes or to continue your configuration before you have received your licence file, you can click Cancel. This allows the software to work for 90 days, without limitation except that the reports will be printed with a 'DEMO' background.

How to setup Inepro client for Windows

Generic information

You need the client software module for the following functionalities:

- Displaying Job Codes
- Selecting a Cost Centre from the computer
- Paying from an Account

First time start-up

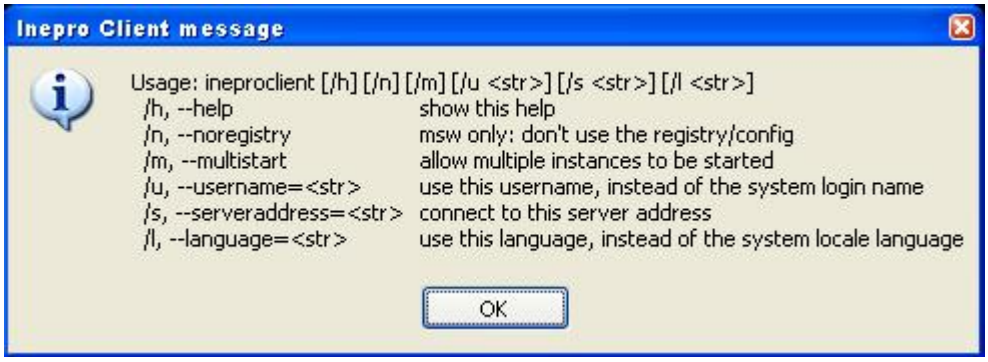
If you start the software for the first time without any parameter, it will ask you for the location to enter the location of the DocuPRO server. Please enter the IP-address or DNS name. It will also add a line in the registry in the windows-run key, so that the next time the computer is started the client software is automatically started from the same location it used the first time.

Command line options

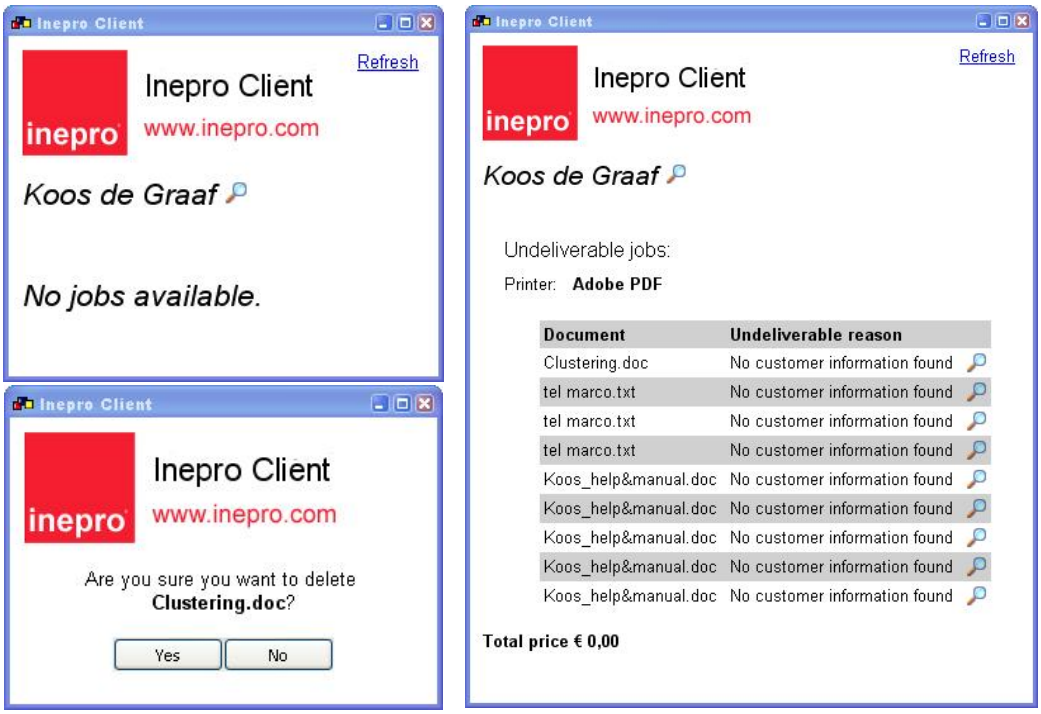
For easier distribution or to enable specific features the client software can also be started with command line options. To see all the available options go to the installation folder of your server (typically C:\Program Files\Inepro\Back Office Suite), then type:

ineproclient.exe /h

You will get a pop-up window like the one below indicating all the possible command line options:


Inepro Client message
Usage: ineproclient [/h] [/n] [/m] [/u <str>] [/s <str>] [/l <str>]
/h, --help show this help
/n, --noregistry msw only: don't use the registry/config
/m, --multistart allow multiple instances to be started
/u, --username=<str> use this username, instead of the system login name
/s, --serveraddress=<str> connect to this server address
/l, --language=<str> use this language, instead of the system locale language
OK

When you start the Inepro client you will see screen like these:



Click on the icon next to a print job (document) in the Inepro pop-up to see the print job information. You can see the number of pages, the name of the document etc.

Click on the icon next to the user name in the Inepro pop-up to see the user information. You can see the user name, email and department.

Registry settings

The following registry keys are generated when the software is used:

Registry key	Name	Type	Data
[HKLM\Software\Inepro\Inepro Client]	'Server address'	REG_SZ	IP address or DNS name of the server
[HKLM\Software\Microsoft\Windows\CurrentVersion\Run]	'Inepro Client'	REG_SZ	path where client was started

Macintosh OS

Generic information

You need the client software module for the following functionalities:

- Displaying Job Codes
- Selecting a Cost Centre from the computer
- Paying from an Account

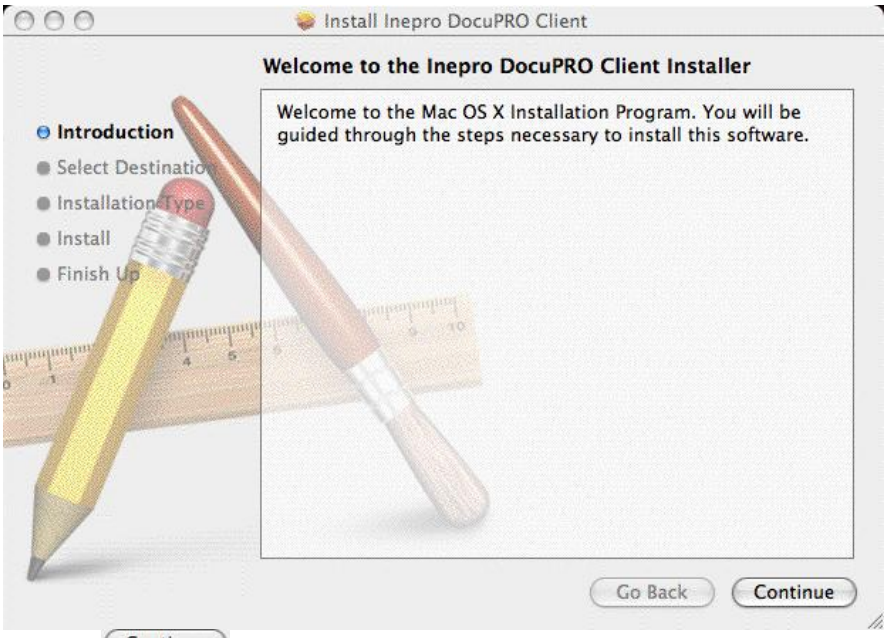
System requirements

Type	Description
Computer	G3 or higher, with Mac OS X-compatible processor
Operating Systems	Mac OS X version 10.3.x Panther Mac OS X version 10.4.x Tiger Mac OS X version 10.5.x Leopard Mac OS X version 10.6.x Snow Leopard
Memory (RAM)	256 MB
Hard disk space	100 MB
Peripheral Devices	CD-ROM drive (optional for installation with CD) Network connection
Display	1024x768 or higher resolution monitor
Human Interface Devices	Mouse or compatible pointing device

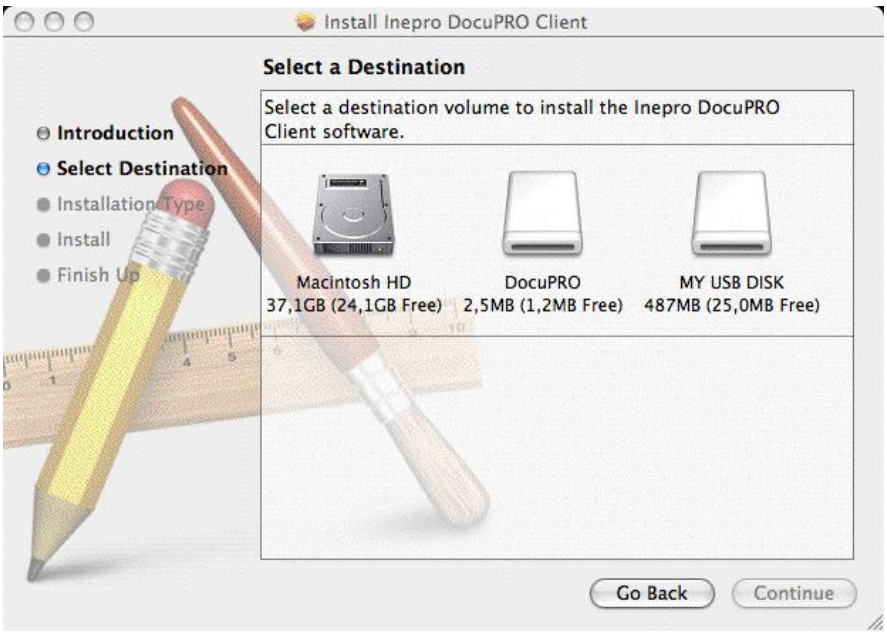
Setup

Open the DocuPro.DMG file as a new disk on your Mac

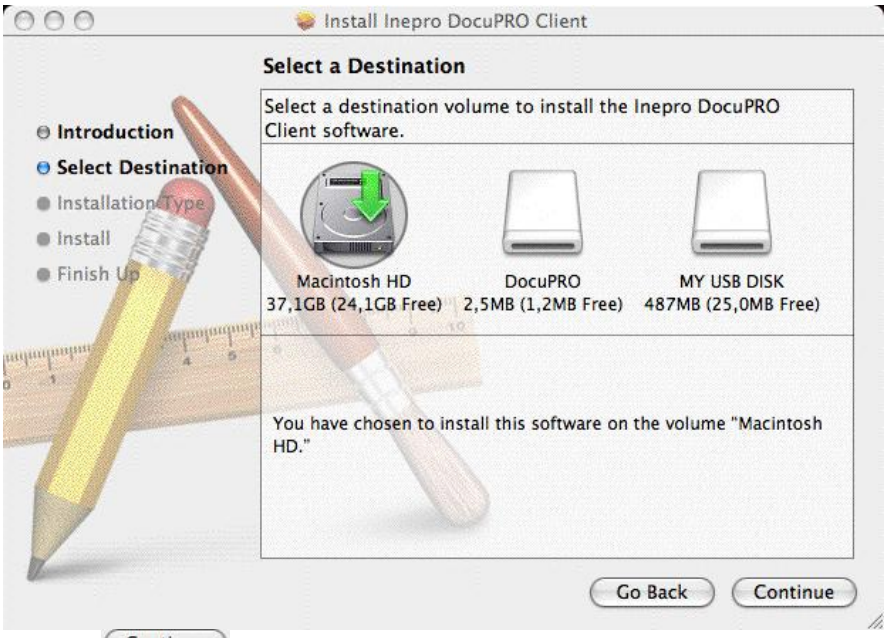
Use Finder to open the new drive and start the docuPRO.PKG installer


Install Inepro DocuPRO Client
Welcome to the Inepro DocuPRO Client Installer
Introduction
Select Destination
Installation Type
Install
Finish Up
Welcome to the Mac OS X Installation Program. You will be guided through the steps necessary to install this software.
Go Back
Continue

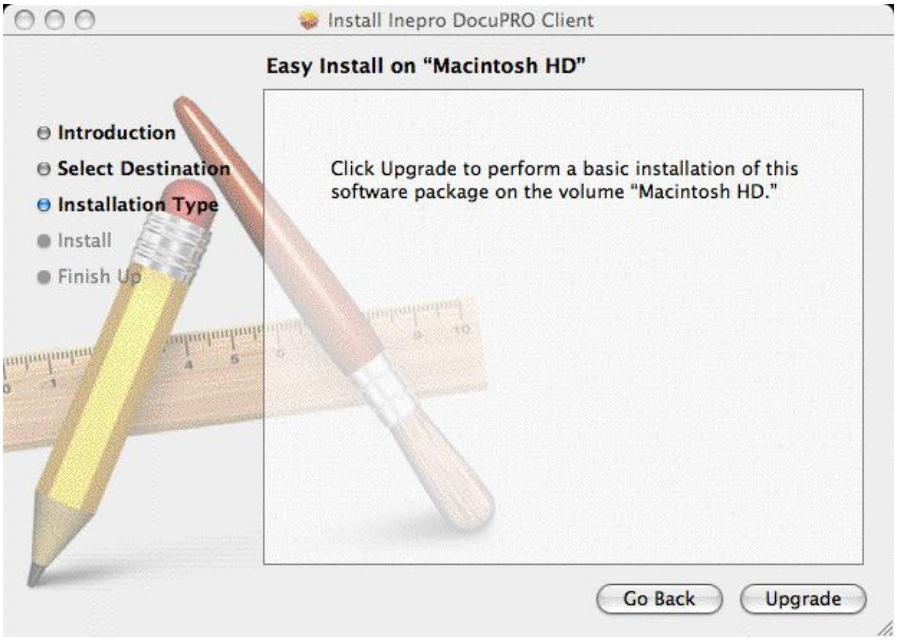
Select Continue to continue.



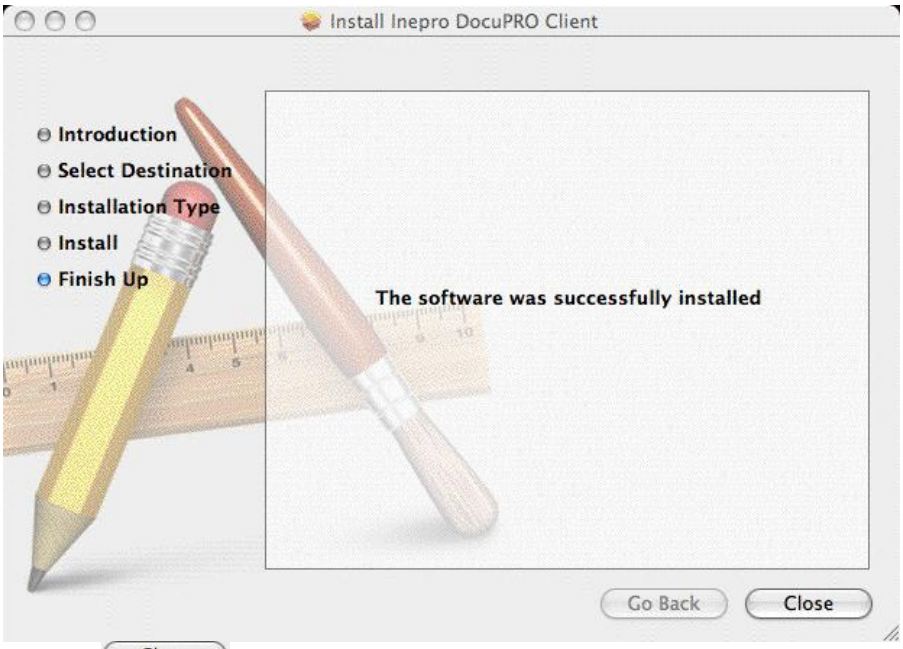
Select the disk on which you want to install the DocuPRO client software.



Select Continue to continue.

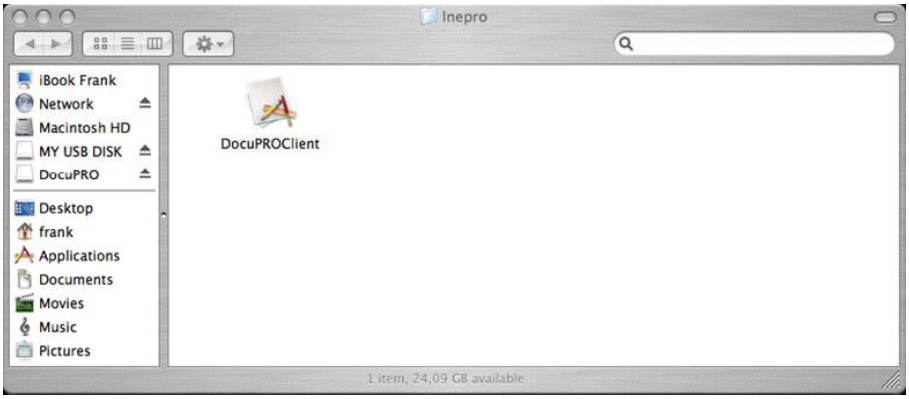


When performing a new installation press [Install] when upgrading (or re-installing a newer version)
press Upgrade to continue.

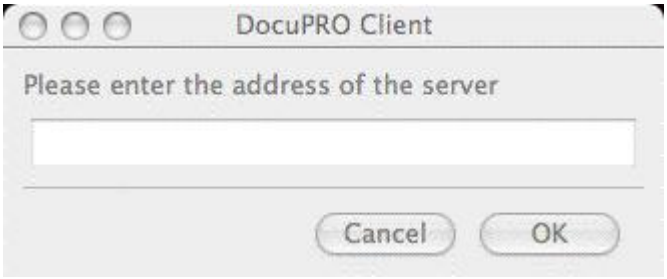


Select Close to end the setup routine.

The DocuPRO client creates a folder called “Inepro” in the root of the selected drive. In this folder you will find the DocuPRO client software. Use Finder to navigate to it, and launch the DocuPRO client application.



When it is the first time that you start the client software the users needs to add the server address into the pop-up screen. Afterwards this information is stored so there will be no need to enter this information more than once.



The DocuPRO client

When the client software is successfully installed and you use a combination of " Secure Release" and "Job Codes" a pop-up window like the one below might appear on your screen.

Personal library settings

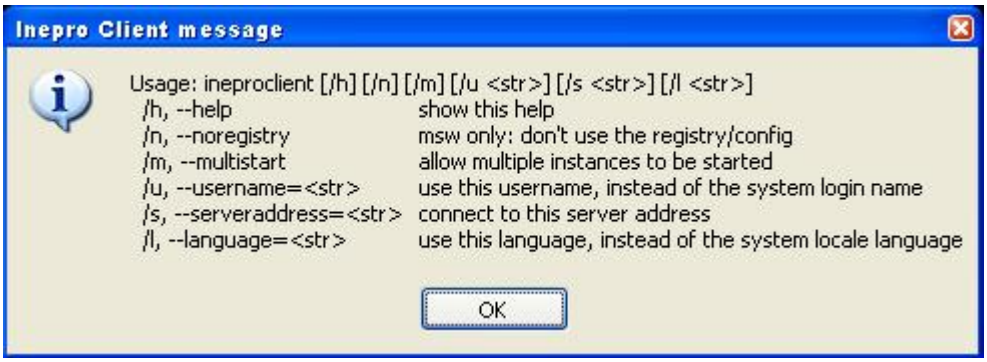
When the client is first run a window is displayed for entering the server IP address. This information is stored locally in the following path so this information does not need to be entered more than once: Home Folder \ Library \ Preferences \ DocuPRO Client Preferences

Command line options

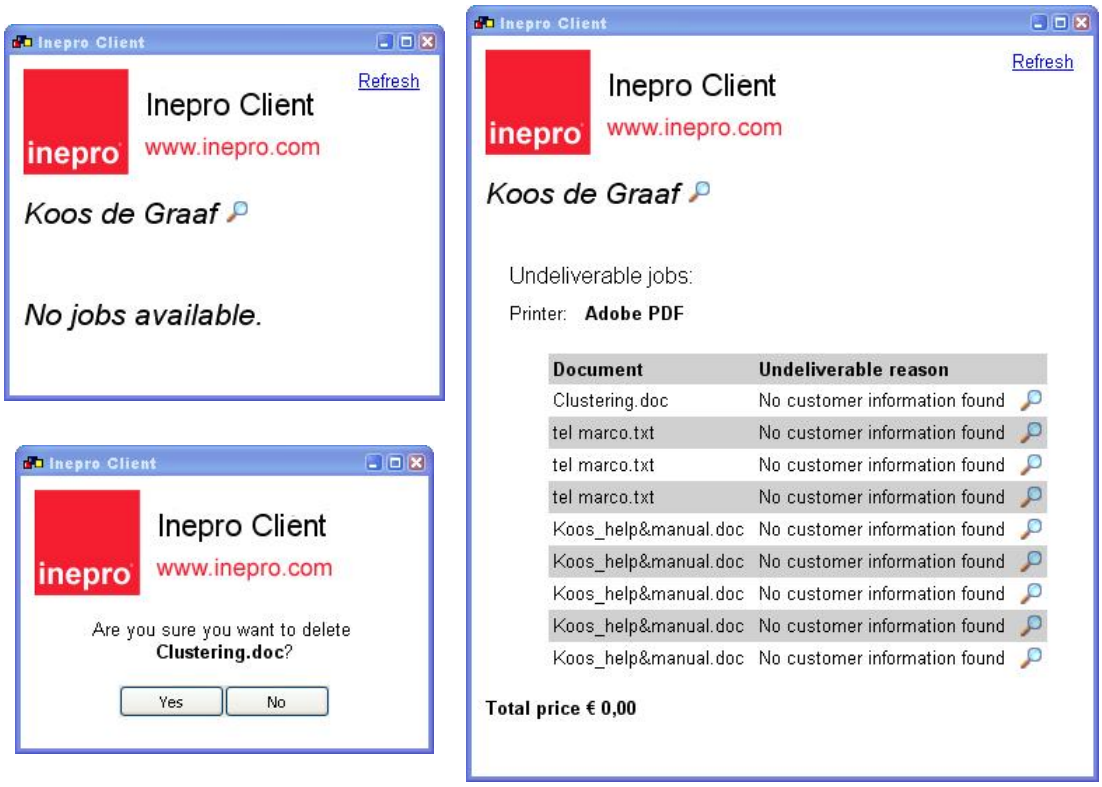
For easier distribution or to enable specific features the client software can also be started with command line options. To see all the available options go to the application folder of your machine, then type:

ineproclient.exe /h

You will get a pop-up window like the one below indicating all the possible command line options:


Inepro Client message
Usage: ineproclient [/h] [/n] [/m] [/u <str>] [/s <str>] [/l <str>]
/h, --help show this help
/n, --noregistry msw only: don't use the registry/config
/m, --multistart allow multiple instances to be started
/u, --username=<str> use this username, instead of the system login name
/s, --serveraddress=<str> connect to this server address
/l, --language=<str> use this language, instead of the system locale language
OK

When you start the Inepro client you will see screen like these:

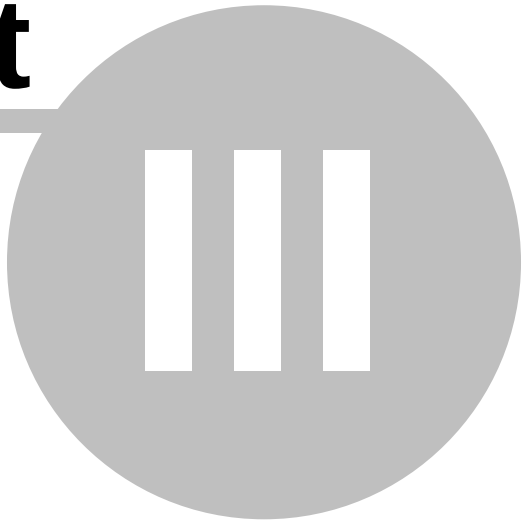


Click on the icon next to a print job (document) in the Inepro pop-up to see the print job information. You can see the number of pages, the name of the document etc.

Click on the icon next to the user name in the Inepro pop-up to see the user information. You can see the user name, email and department.

Menu File

Part



Close

Exit the program.

Login as a different user

The program will log out the active user and will ask the user for his username and password to log in.
This is useful when you have different employees using the program with different rights.

Menu Basic

Part

DocuPRO devices

If you use Windows Server 2003 or 2008, or if you use Windows Vista as a print server please check Installing the software 18.

A DocuPRO Device is a device that can only be used with the DocuPRO module. This can be any device that handles documents: Printers, scanner, copiers or a combination of those (MFD's).
The DocuPRO device properties:

Short Name	A name, less then 15 characters long. This field is stored and optionally displayed on the PayCon.
Long Name	A long name (40 characters) is the name used in Windows and the receipt in the PayCon, every other time short name is used.
Address	IP-address.
Device Type	The Device Type is a type of device like a 'printer' or 'cash register'.
Product Template	Product Template is a pre-set list of Products or Paper Prices with certain settings already configured. You can use it to configure large groups of products at once.
Site	The site the user, device, product or PayCon is located.
Description	A free field to enter extra information such as a description of the object or it's location.

Paper Price

Paper Prices is where you can assign the prices to the products of your DocuPRO Device. This can be for example a A4 Colour scan or a B&W A3 print.
The Paper Price properties:

Image	An image of the paper type sold
Product Code	The Product Code is a unique number to identify the product.
Terminal Display Name	A name, less then 15 characters long. This field is stored and optionally displayed on the PayCon.
Name	The full product name.
Product Group	The group you feel this product is part of.
Price	The product price.
Open Price	You will use Open Price when you want the selling end to decide what the price of the product is.
Product Type	The type of the product, for example a 'print', 'copy'. This is used in combination with Device Type and Product Template to make sure you can't use Document products like 'print' or 'copy' on CashPRO device like a 'vending machine' and vice versa.
Link Type	Determines if a product is linked to another product. It can be set to 'Normal' (not linked), 'Compound' (the main product) or 'Linked' a product linked to another product.
Content Type	Determine per what quantity type a product is sold (Pieces, Mass or Volume). By default set to Pieces with a Content Factor of '1'.
Content Factor	The multiplier to use with the content type.
Tare	You only need to use this if the product has another content type then 'Pieces'. The Product container, this can be a bottle a salad bowl, a plate, a box, etcetera.
V.A.T.	Value Added Tax.
Second V.A.T.	A second Value Added Tax.
Description	An extended description of the product.
Selling	Check this if you want the product to be sold, uncheck it if you don't.
Description 2	A second extended description of the product.
Description 3	A third extended description of the product.

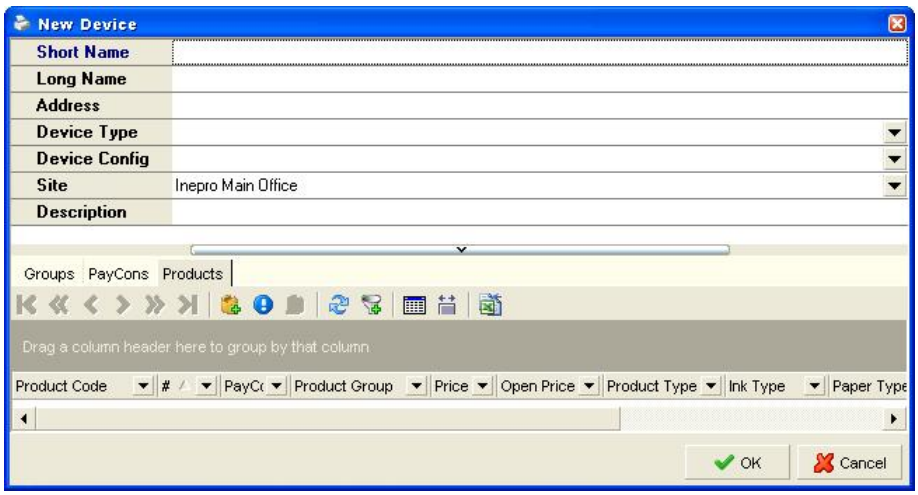
Description 4	A fourth extended description of the product.

CashPRO Devices

A CashPRO Device is a device that can only be used by CashPRO. This can be any device that is attached to a PayCon selling anything other then printed documents. It can be a cash register, candy machine, soda machine etc.
The CashPRO device properties:

Short Name	A name, less then 15 characters long. This field is stored and optionally displayed on the PayCon.
Long Name	A long name (40 characters) is the name used in Windows and the receipt in the PayCon, every other time short name is used.
Address	Description of the location of the device.
Device Type	The Device Type is a type of device like a 'printer' or 'cash register'.
Product Template	Product Template is a pre-set list of Products or Paper Prices with certain settings already configured. You can use it to configure large groups of products at once.
Site	The site the user, device, product or PayCon is located.
Description	A free field to enter extra information such as a description of the object or it's location.

Go to 'CashPRO Devices' and click the 'Add' button. Fill in the long and the short name, set the 'Device Type' to 'Cash Register' and 'Product Template' to 'Cash Register / Vending Machine'. The site should be set to the location of the cash register. The description and address fields can be left open or set to the precise location in the address field and the extended description of the device can be given in the description field.



Products

Products are the items that can only be sold by CashPRO Devices like candy, soda, etc.
The Products properties:

Image	An image of the Product.
Product Code	The Product Code is a unique number to identify the product.

Terminal Display Name	A name, less then 15 characters long. This field is stored and optionally displayed on the PayCon.
Name	The full product name.
Product Group	The group you feel this product is part of.
Price	The product price.
Open Price	You will use Open Price when you want the cashier to decide what the price of the product is. For example a 'Soup of the day' could cost €4,00 one day and €5,00 the next. In stead of setting the price each day the price will be open and will be set by the employee.
Product Type	The type of the product, for example a 'cash register' or 'vending'. This is used in combination with Device Type and Product Template to make sure you can't use Document products like 'print' or 'copy' on CashPRO device like a 'vending machine' and vice versa.
Link Type	Determines if a product is linked to another product. It can be set to 'Normal' (not linked), 'Compound' (the main product) or 'Linked' a product linked to another product.
Content Type	Determine per what quantity type a product is sold (Pieces, Mass or Volume). By default set to Pieces with a Content Factor of '1'.
Content Factor	The multiplier to use with the content type.
Tare	You only need to use this if the product has another content type then 'Pieces'. The Product container, this can be a bottle a salad bowl, a plate, a box, etcetera.
V.A.T.	Value Added Tax.
Second V.A.T.	A second Value Added Tax.
Description	An extended description of the product.
Selling	Check this if you want the product to be sold, uncheck it if you don't.
Description 2	A second extended description of the product.
Description 3	A third extended description of the product.
Description 4	A fourth extended description of the product.

Product Templates

Product Templates are pre-set lists of Products or Paper Prices with certain settings already configured. You can use it to configure large groups of products quickly and easily.
The Product Templates properties:

Name	The name you use to identify your template
Device Type	The Device Type is a type of device like a 'printer' or 'cash register'.

AccessPRO Devices

An AccessPRO Device is a device that can only be used by AccessPRO. This can be any door access device that is attached to a PayCon.
The AccessPro Device properties:

Short Name	A name, less then 15 characters long. This field is stored and optionally displayed on the PayCon.
Long Name	A long name (40 characters) is the name used in Windows and the receipt in the PayCon, every other time short name is used.
Address	Description of the location of the device.
Device Type	The Device Type is a type of device like a 'printer' or 'cash register'.
Site	The site the user, device, product or PayCon is located.
Description	A free field to enter extra information such as a description of the object or it's location.
AntipassbackEnabled	Is the anti pass-back functionality enabled?
DashboardID	Unique ID of the AccessPRO Dashboard application

Cards

A card on the outside physically resembles a ATM card. It has technology inside that identifies the card (and thus the user). It is used as an alternative to cash when making purchases. The information can then be accessed by contact with the card (the chip inside is connected to gold or copper contact pads on the surface) or with a contact less method like Radio Frequency (RF). With some technologies it is possible to write more information on the card so it can be used as much more than just an ID-tag. You can then use our Stored Value Card Environment technology.

Please note that a card like described here will be defined in our system as a Card you use it in a **S**tored **V**alue **C**ard system (credit is stored on the card) and as a Tag (linked to an Account) when it's used in a **S**tored **V**alue **S**erver system (credit is stored on the server).
By presenting a card to the administrative PayCon, no matter what screen your in, the new card screen will automatically be opened if the card is empty.

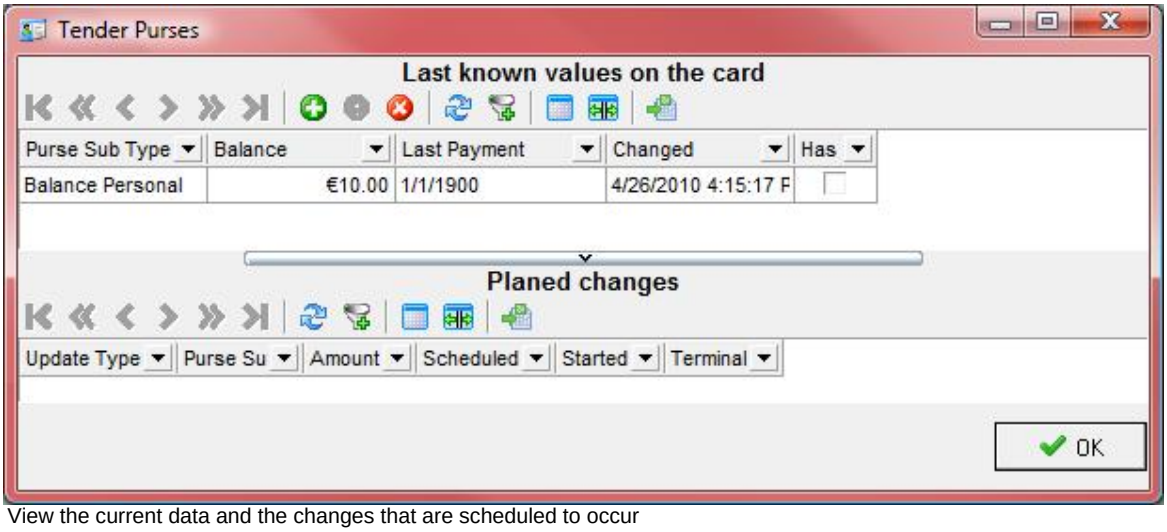
If the card is not empty the edit card screen will be opened unless you are in the Users or User Log screen. If you are in the User screen, the card owner's information will be showed and if you are in the User log screen you will be shown the card owner's log.

The Cards properties, first screen:

User Code	Unique number to identify the User.
User	The User linked to this card
Card Number	The unique number of the card.
Card Type	Defines the type of chip card, like SLE4442, Mifare.
Card Group	The group you feel this card is part of.
Subscription	The subscription of the user.
Status	This field indicates whether the card has been blocked or not.
Valid From	The start date of the time period the card is valid.
Valid Trough	The end date of the time period the card is valid.
External Access Zones	A maximum of six different external Access Zones
Changed	This is a timestamp (notation of date and time) that is created when this record is altered.
PIN Code	The PIN code of this card
Show code	Do you want to show the code?
Pin Code required	Will the code always be required?

The Cards properties, second screen:

Purse Sub Type	What is the target use of the budget
Purse Type	Is it a balance or a unlimited budget?
Balance	What is the balance?
View real/scheduled data	View the current data and the changes that are scheduled to occur



View the current data and the changes that are scheduled to occur

The Cards properties, third screen:

Card Group Layout	The card group linked to the Card Group
Overwrite With	Overwrite with this Card Group

Accounts

An Account is a a virtual purse stored on the server and also container that can have one or more Tag's. The account (and the therefore the tag's that belong to it) are linked to a User. When replacing a user card (tag), you will never need to delete the Account.
If a card that is used as a Account tag is presented to the PayCon the edit Account screen will open, unless you are in the User or User Log screen. If you are in the User screen the edit user screen will open with the card owner's information. If you are working in the User Log screen then the User Log of the card owner is opened.

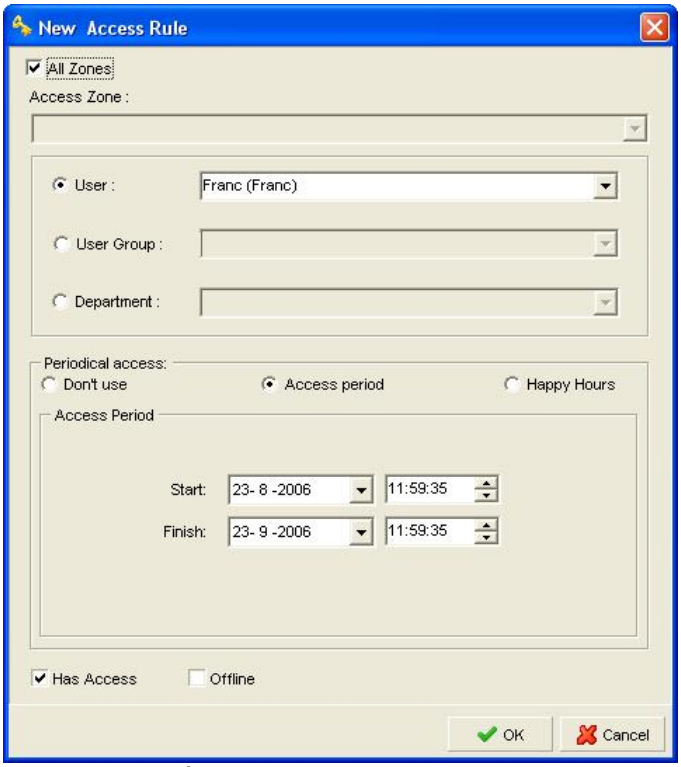
The Account properties:

User Code	Unique number to identify the User.
User	The user attached to this object.
Account Code	Unique number to identify the Account.
Account Group	The group you feel this account is part of.
Subscription	The subscription of the User.
Status	This field indicates whether the account has been blocked or not.
Valid From	The start date of the time period the card is valid.
Valid Trough	The end date of the time period the card is valid.
Changed	This is a timestamp (notation of date and time) that is created when this record is altered.

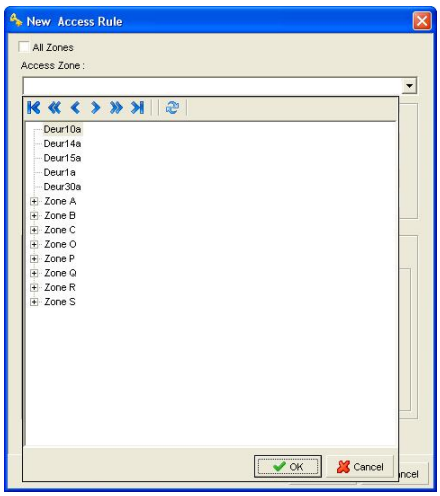
Access Rule

A rule that grant or denies a user (or user group), access to a certain device (or Zone) for an infinite or limited period of time. It can also determine if the user (or user group) has access when the device (or Zone) is offline.
The Access Rule properties:

All Zones	Check if the rule applies to all zones
Access Zone	Specify the zone the rule will apply to
Grant Access to	Who will have the right to access? It can be a user, group or department
Periodical Access	When will the access be granted? It can be a period or a time-frame in certain week days
Has Access	Determine if the access will be granted or denied
Offline	Determine if the rule will apply if the Access Device is offline



1. New Access Rule



2. Specify a Zone

Users

Users are the people who use the devices you manage with Inepro Back Office Suite. They can have cards to access these devices, the device and card usage is registered in the software.
The Users properties:

Photo	Photo of the user. This can be a *.jpg, *.jpeg, *.gif, *.bmp, *.wmf, *emf or *.ico file.
User Code	Unique number to identify the user.
Department	Assign the user to this Department
- other fields -	These field are easy to understand
Default Cost Centre	The default Cost Centre is the Cost Centre that the costs will be booked to chosen if no other choice has been made
Mailing	Does the user want to receive marketing information
Bar Code	Barcode is a field that is used to print a bar code on a User card with the print lay-out. Usually this is also the User Code but sometimes bar code specific stop and start characters like 'A' are necessary for the bar code to work.
Valid From	This field can set a date from which the user can use the system, set by default to 1-1-1900.
Valid Trough	This field can set an end date through the user can use the system, set by default to 1-1-2100.
Default Card / Account	This is used when the user has more then one card / account. This field will specify which 'Tender' (card or account) is primarily used for payment.
Personal Balance	The current amount of Personal Balance of this User
Printed	When printing user cards it is very useful to see which cards have already been printed. This field will be set to 'true' if a card is printed.
Current Access Zone	Set The current Acces Zone of the User.

Photo

In the photo field you are able to load a picture. You can do this by right-clicking the photo area to enter the context menu (left-clicking will show an example of the picture).

Capture photo

	Load photo from file	Will load a photo from a file on your hard disk. Select a photo on your hard disk.
	Capture photo	Will capture a photo using a webcam. Press 'Capture' when you are satisfied with the photo.
	Save photo to disk	Will save the photo to a location on your disk. Select a location on your hard disk.
	Delete photo	Will delete the photo.
	Copy to clipboard	Will copy the photo to the Windows clipboard. You can paste it again in Paint or any other program that will let you paste pictures.
	Full size preview	Will show the picture in the resolution it is stored in.

Context Menu

Export Users to XML	Export the selected Users to a XML file
Import Users from XML	Import the Users in this XML file
Go To User Log	Link to User Log
Create Chip Cards	If you posses a card printer with a chip card reader, you can create chip cards that are added to the database while printed.
Create Mifare Cards	If you posses a card printer with a Mifare card reader, you can create Mifare cards that are added to the database while printed. (An ECOS SAM is required to create Mifare cards).

User Log

This log will contain all transactions that a User has made. Even 'Card Inserted' and 'Card Removed' are logged as transactions. You can select a time period and as in all other options you will be able to filter the data.

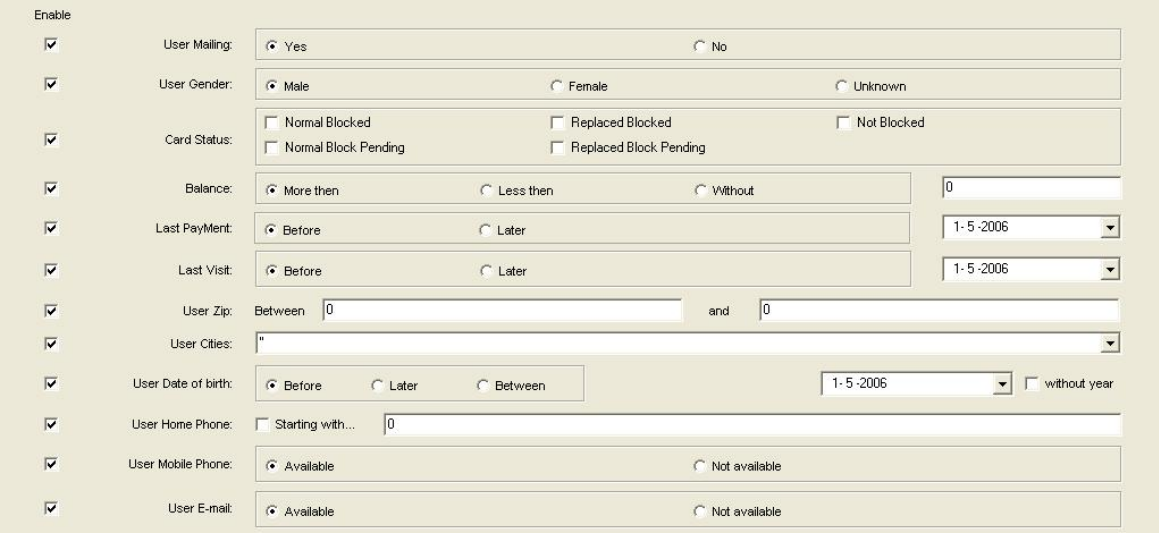
For a more refined query on User's read about the Marketing on page: 64 option.
The User Log properties:

Date / Time	This is a timestamp (notation of date and time) that is created at the time this event is logged.
Terminal Code	A unique code to identify this object.
Device	The device that was used
Transaction Type	The type of transaction
Product	The product that was purchased
Department	The Department the user is assigned to
Cost Centre	The Cost Centre the user can book to
Card Type	Defines the type of chip card, like SLE4442, Mifare.
Card Code	A unique code to identify this object.
Purse	Which purse was used
Purse Type	The type of purse
Employee	The name of the cashier
Amount	The amount of money transferred
Quantity	How many products are purchased
Purse Balance	The amount of money left in the purse

If you click the right mouse button to bring up the context menu you can choose 'Session Log'.
This log will contain all transactions that were made in a session. A session is started when the card is inserted and ends when the card is removed. Even 'Card Inserted' and 'Card Removed' are logged as transactions. You will be able to filter the data.

A session log does not have to contain one user. A user could go to a vending machine, try to purchase a product and walk away to complain when the product can not be delivered. Another user can then purchase a higher priced product and pay for it with partly his and partly the other user's money. This will not be a session nested in a session but count as one session (it will end when the first user presents his card to the PayCon). The money from the first user would have 'disappeared'. The administrator can track the money and the user who took it via this session log.

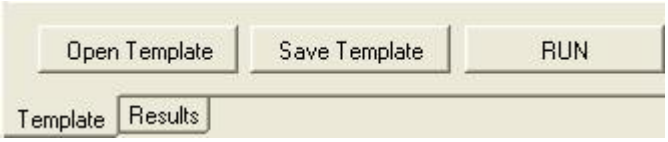
Marketing



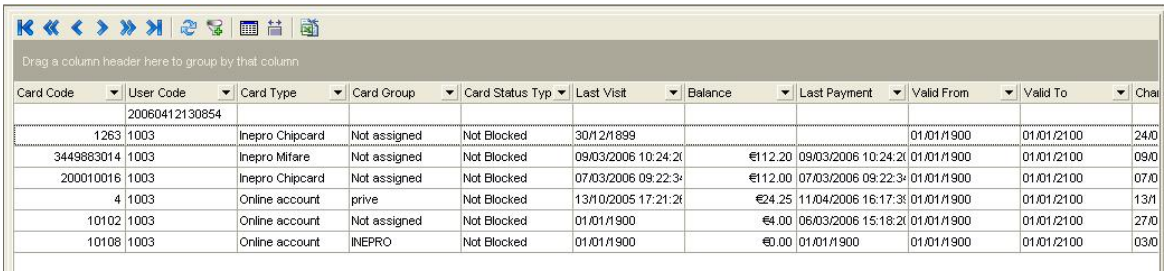
Marketing is a tool you can use to create a query without the use of SQL (Structured Query Language). You will be able to extract the precise amount of data you need from the database.

The check boxes on the side determine if you want to use the rule in your query. These are the rules you can choose from:

	Description	Data
User Mailing	Does the user want to receive marketing information	Yes / No
User Gender	The gender of the user	Male / Female / Unknown
Card Status	The status of the card or blocking mode	Normal Blocked / Normal Block Pending / Repeated Blocked / Repeated Block Pending / Not Blocked
Balance	What is the balance of this user? It can be more then n (where n is a number), less then n or without n	> n / < n / without n
Last Payment	Search for users that last made a payment before or after this date	before date / after date
Last Visit	Search for user that last visited a Terminal before or after this date	before date / after date
User ZIP	The users Zoning Improvement Plan (or ZIP) code	between n and n
User Cities	Search for user that live in the specified city or cities	"string"
User Date Of Birth	Search for user born before of after a specified date or between two date	before date / after date / between date and date
User Home Phone	Search for the exact phone number or on the first part (when you check the box)	Check / No Check / / n
User Mobile Phone	Has the user filled out his Mobile Phone number?	Yes / No
User E-mail	Has the user filled out his email address	Yes / No

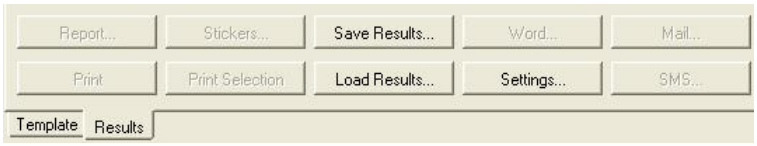


When you have created your query you have two options: Click "Save Template" to save your query template on the hard disk (or other storage device) or click "RUN" to run a query template and show you the query results in the Query Results tab. If you would click the other button "Open Template" you would abandon your query and will be able to load another one from the hard disk (or other storage device).


Drag a column header here to group by that column

Card Code	User Code	Card Type	Card Group	Card Status Typ	Last Visit	Balance	Last Payment	Valid From	Valid To	Char
	20060412130854									
1263	1003	Inepro Chipcard	Not assigned	Not Blocked	30/12/1899			01/01/1900	01/01/2100	24/0
3449883014	1003	Inepro Mifare	Not assigned	Not Blocked	09/03/2006 10:24:2(	€112.20	09/03/2006 10:24:2(	01/01/1900	01/01/2100	09/0
200010016	1003	Inepro Chipcard	Not assigned	Not Blocked	07/03/2006 09:22:3-	€112.00	07/03/2006 09:22:3-	01/01/1900	01/01/2100	07/0
4	1003	Online account	prive	Not Blocked	13/10/2005 17:21:2(	€24.25	11/04/2006 16:17:3(	01/01/1900	01/01/2100	13/1
10102	1003	Online account	Not assigned	Not Blocked	01/01/1900	€4.00	06/03/2006 15:18:2(	01/01/1900	01/01/2100	27/0
10108	1003	Online account	INEPRO	Not Blocked	01/01/1900	€0.00	01/01/1900	01/01/1900	01/01/2100	03/0

The result of you query will be shown in the Results screen. If your query result has one record or more you will see them listed here. With these results you can do a number of things:



	Report	Create a report from your results
	Stickers	Create stickers
	Save Results	Save the results to a file
	Word	Export the results to Word
	Mail	Send the results by mail

	Print	Print the results
	Print Selection	Print a selection of the results
	Load Results	Load results from a file
	Settings	Set the Email, SMS and sticker options
	SMS	Send the results by SMS

Menu Advanced

Part V

Terminals

Whenever we use the word 'Terminal' in the manual it refers to Inepro terminals, such as a PayCon, a PayMatic device or another PayCon based machine like a Guest reloader. (The difference between a PayCon and a PayMatic is that the PayMatic is a PayCon in which you can also use coin). But also different card readers like the IP readerPC terminals in de terminal list (they will have an SID, a long alphanumeric code) are considered to be servers or workstations, rather then terminals.

The Terminal is a payment user interface combined with a intelligent computer system to handle all kind of payments in a wide variety of payment situations. You can use cards with stored user data or in combination with a network and Inepro Back Office Suite you can store the data on the Inepro database and use ID cards to handle the payments.

The Terminal is a device that identifies the user via his or her card to the Inepro Back Office Suite. The connection serves as a way to assign a Device within the Inepro Back Office Suite. The software will connect the Terminal (by it's ID) in the database to for instance a vending machine or a copier in the database.
The Terminal properties:

Terminal Code	A unique code to identify this object.
Terminal Type	The type of terminal, reloader, POS, vending, copier
Server	To which server is this Terminal attached
Device Name	The name assigned to the Terminal
Address	The network or IP-address
Host Name	The host name of the Terminal
Software Version	Version of the software running on the Terminal

Organisations

Organisation is the top group of the hierarchal structure of an organisation such as a national department (like Inepro Holland, MacDonald's Holland or Microsoft Holland). It is the top level group you can group by in your reports. An Organisation can have one or more Locations, which in turn can have Sites.
The Organisation properties:

Name	The name of the organisation
Valid From	The start date of the time period the organisation is valid.
Valid Trough	The end date of the time period the organisation is valid.
Changed	This is a timestamp (notation of date and time) that is created when this record is altered.

Locations

Location is the middle group of the hierarchal structure of an organisation, and it can be part of an Organisation and can have one or more sites.
The Location properties:

Name	The name of the organisation
Organisation	The organisation the Location is part of
Valid From	The start date of the time period the location is valid.
Valid Trough	The end date of the time period the location is valid.
Changed	This is a timestamp (notation of date and time) that is created when this record is altered.

Sites

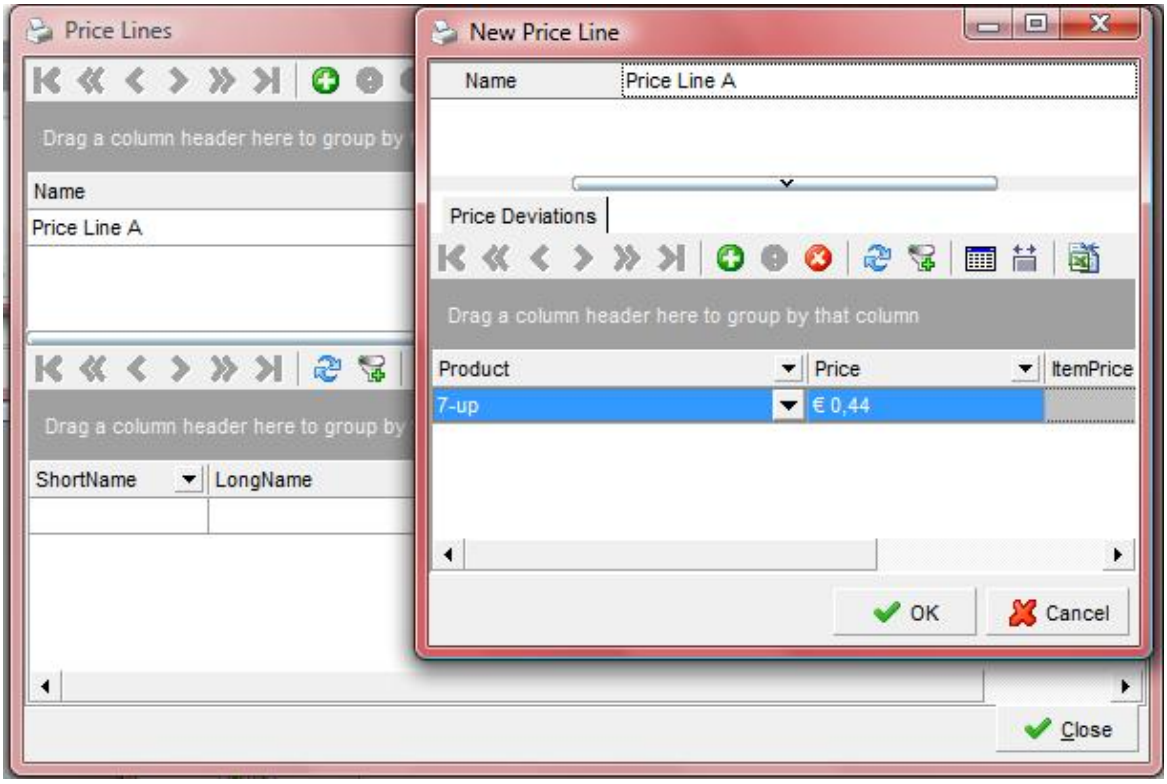
Site is the place where a device, user or PayCon is physically located. It is the smallest group of the hierarchal structure of an organisation and it is mandatory. You need this group whatever you do. That is why it is required to fill out a site when you start the software for the first time.
Site can be 'Amsterdam - Kalverstraat' or 'New York City - Times Square' but it can also be Room 205 or Administration, it all depends on how you plan you organisational structure within Inepro Back Office Suite.
The Site properties:

Name	The name of the Site
Address	The address of the Site
City	The City the site is located in
ZIP	The Zoning Improvement Plan (or ZIP) code
Phone	The phone number on the site.
Fax	The fax number on the site
Email	The email address of the site
Location	The Location of this site
Valid From	The start date of the time period the site is valid.
Valid Trough	The end date of the time period the site is valid.
Changed	This is a timestamp (notation of date and time) that is created when this record is altered.

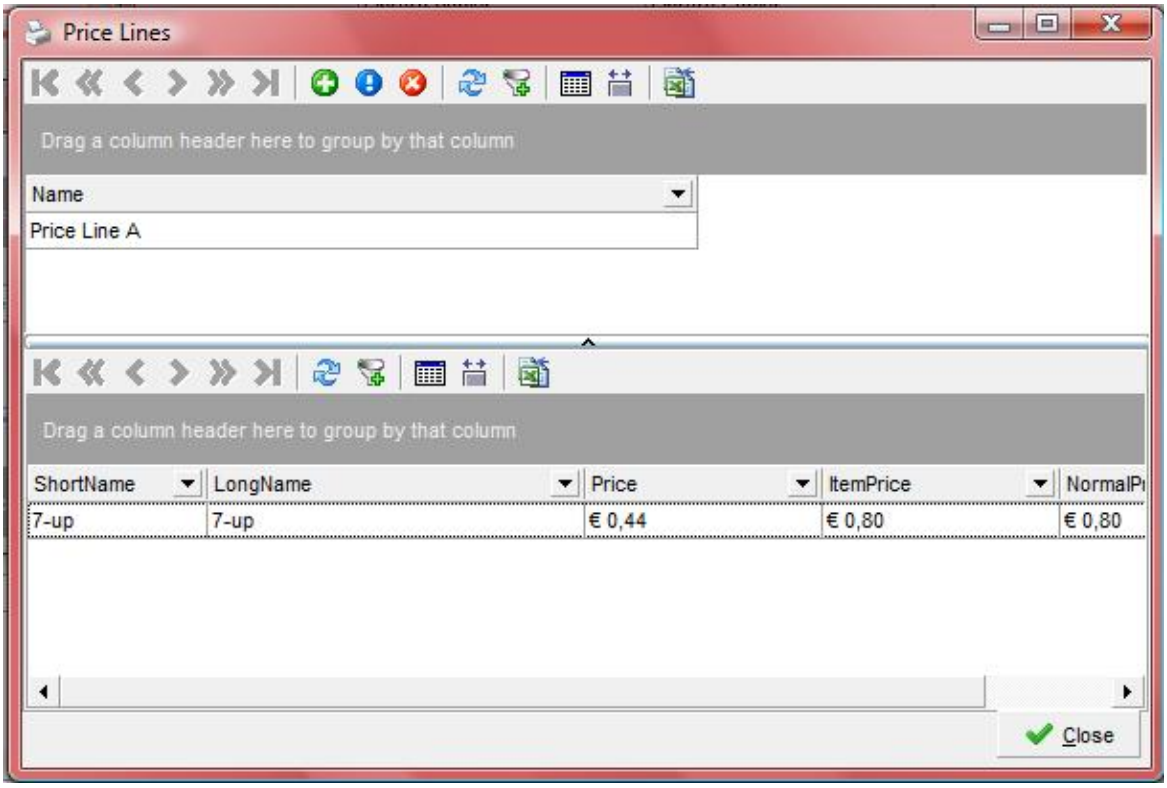
Price Lines

Price Lines are sets of price deviations on the normal product prices. So for instance you sell a tomato soup with the price of 2.50 in plastic cups at the cafeteria, but also sell that same product in a nice sturdy soup cup at a more luxurious location. You could then deviate from the price while still keeping one product.

Adding a price line



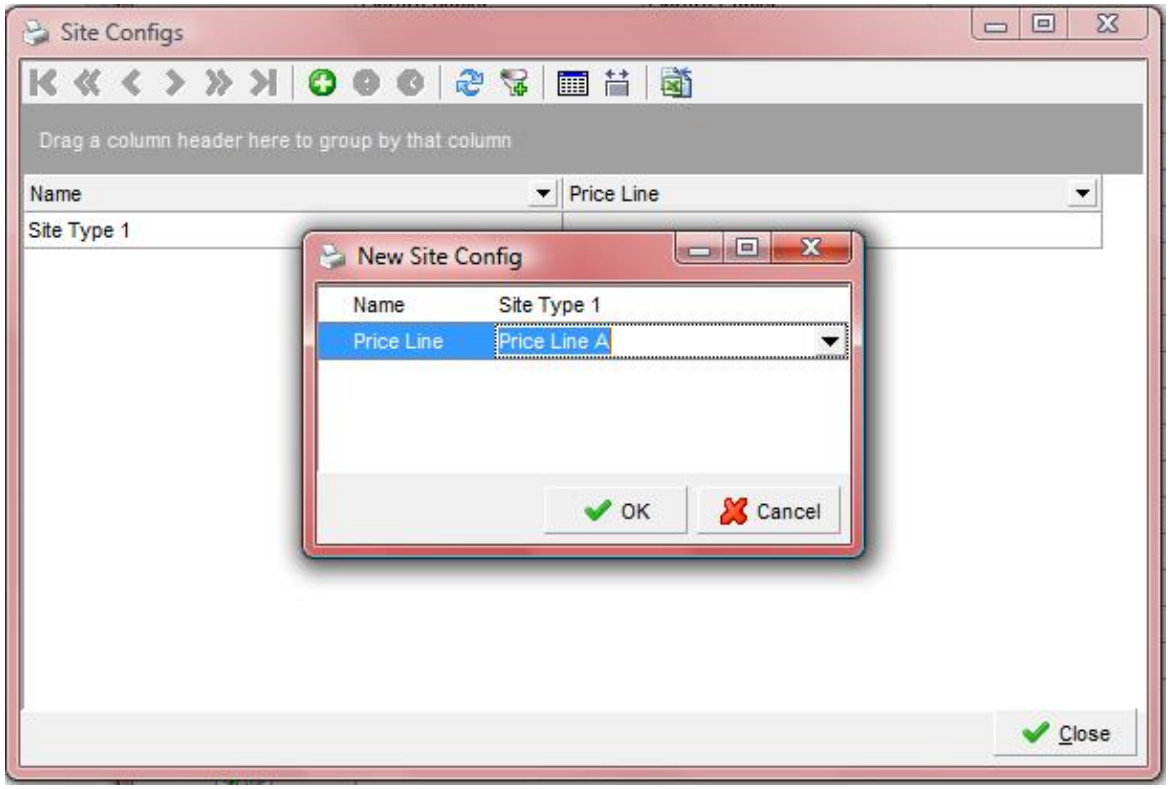
1. Press the 'Insert' button to add a new price line.
2. Enter a description and press the 'Insert' button to add a price deviation. You will note that the 'Item Price' and the 'Normal Price' will remain empty.
3. Press 'OK' and the price line will be added. Note that the 'Item Price' and 'Normal Price' are now visible again.



The 'Price Lines' are linked to the 'Site Types'. You must give a site a 'Site Type', the sites with that site type will then the appropriate 'Price Line'.

Site Types

Site type are used in combination with 'Price Lines'. You can give a site a typ that would define if and what kind of price deviation is needed on that site.



The name should be a description of the site in respect to the price line.

Servers

The word server can have different meanings:

1) A computer program that provides services to other computer programs (and their users) in the same or other computers.
2) The computer that a server program runs in is also frequently referred to as a server (though it may be used for other purposes as well).
3) In the client/server programming model, a server is a program that awaits and fulfills requests from client programs in the same or other computers. A given application in a computer may function as a client with requests for services from other programs and also as a server of requests from other programs.

When we use the word 'server' we use the second definition: 'The computer that a server program runs in'.
In the Inepro Back Office Suite we use the word 'server' for the computer(s) with the software itself, the server with the database, the computers with the print queues and finally, the machines with PayCon service (PCS) on it.
The server window presents you an overview of all the servers. All computers that are modifying the transactions table in the Inepro Back Office Suite database will be seen as a server, each have a Server ID. These servers are shown in the Servers window.

The server will be added automatically, there is no need to do this manually. It

can be useful to edit the description of the server, you can use this field to identify the server.

The Server properties:

Code	A unique code to identify this object.
Name	The name of this server
Address	The IP-address of this server
Description	A free field to enter extra information such as a description of the object or it's location.

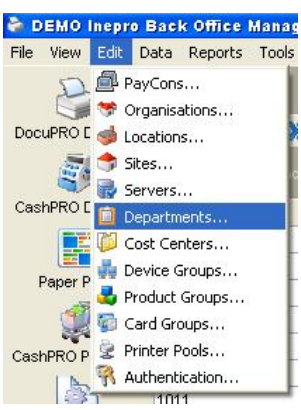
Departments

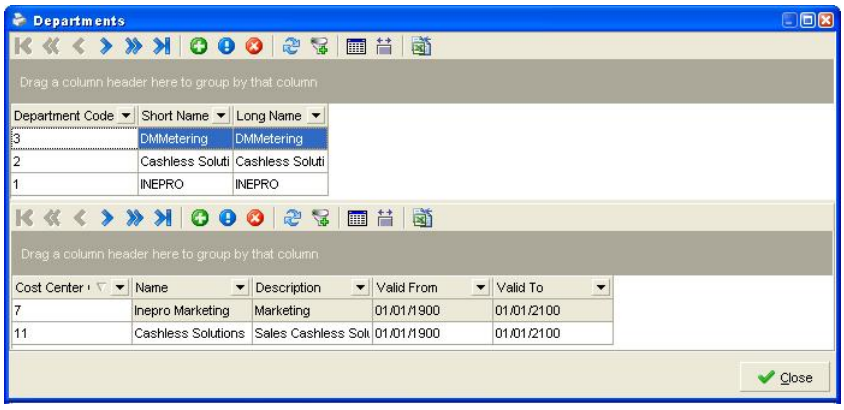
A Department in Inepro Back Office Suite is used as a User group to book their costs to a Cost Centre.

The Department properties:

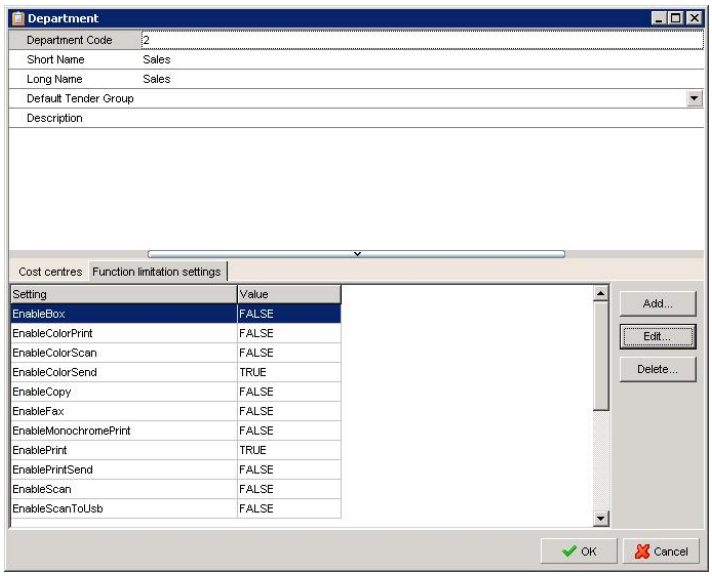
Department Code	A unique code to identify this object.
Short Name	A name, less then 15 characters long. This field is stored and optionally displayed on the PayCon.
Long Name	A long name (40 characters) is the name used in Windows and the receipt in the PayCon, every other time short name is used.
Default Tender Group	The default Card / Account group
Description	A description of this department.
Tab Cost Centres	You can give the Departments the right to book cost to multiple Cost Centres in this tab.
Tab Function Limitation Settings	Overwrite settings on multifunctionals for this department. (Only for the embedded API terminals).

Go to Edit --> Department:





Press the Add button to open the new / insert / add menu:
Fill out the long and short name of the Department.
You can add the Cost Centres you want to link to this Department in the submenu 'Cost Centres'



Function Limitation Settings
These settings will overwrite the settings of the multifunctional enabling or disabling settings for a certain department. So even if the settings are disabled in the multifunctional, they will be enabled if these settings are set to true.

This function is only available for the embedded API terminals!

Cost Centres

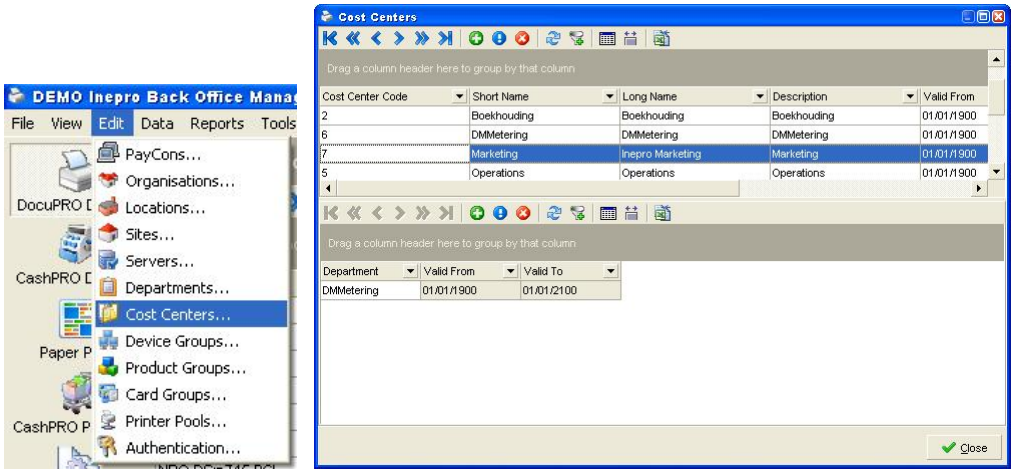
A Cost Centre is the location where, in bookkeeping, the costs of a product are being made. Users can book their costs on this Cost Centre. They can either do this directly or via their department.

The Cost Centre properties:

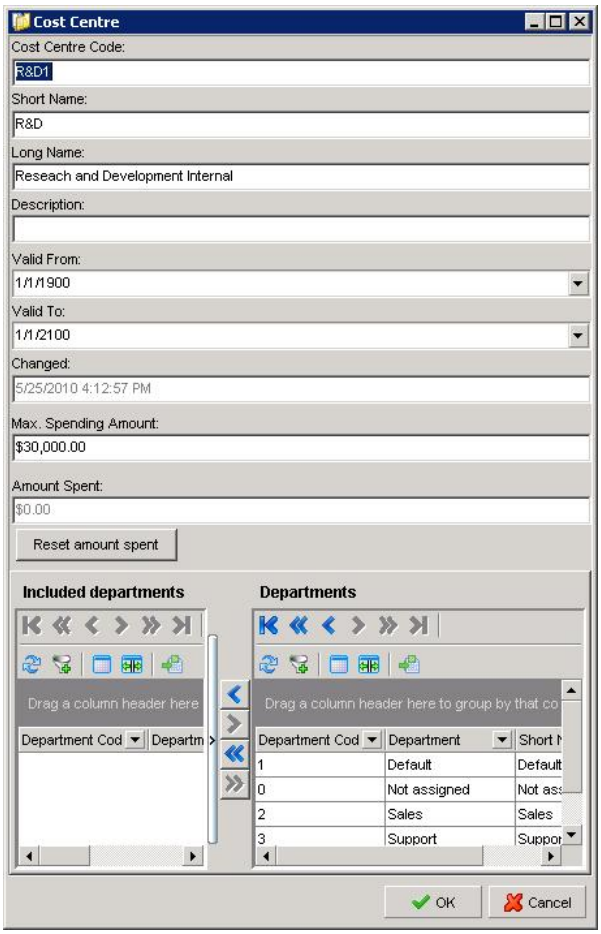
Cost Centre Code	A unique code to identify this object.
Short Name	A name, less then 15 characters long. This field is stored and optionally displayed on the PayCon.
Long Name	A long name (40 characters) is the name used in Windows and the receipt in the PayCon, every other time short name is used.
Description	A long name (40 characters) is the name used in Windows and the receipt in the PayCon, every other time short name is used.
Valid From	The start date of the time period the Cost Centre is valid.
Valid Trough	The end date of the time period the Cost Centre is valid.
Changed	This is a timestamp (notation of date and time) that is created when this record is altered.
Max. Spending Amount	The total amount that can be booked on this Cost Centre.
Amount Spend	The amount booked on this Cost Centre.
Reset Amount Spend	Set the Amount Spend value to zero.
Department	You can assign multiple Departments the right to book to this Cost Centre in this tab.

To let a group of users book their costs on one or more Cost Centres you can create a department.
You need cost centres if you want to keep the costs of a user completely separated for instance: lunch, copying, multiple business cases, etc..

Go to Edit --> Cost Centre:



Press the Add button to open the new / insert / add menu:



The cost centre code is a alphanumeric code you assign to a Cost Centre. Also fill out the long and short name of the Cost Centre and the description.

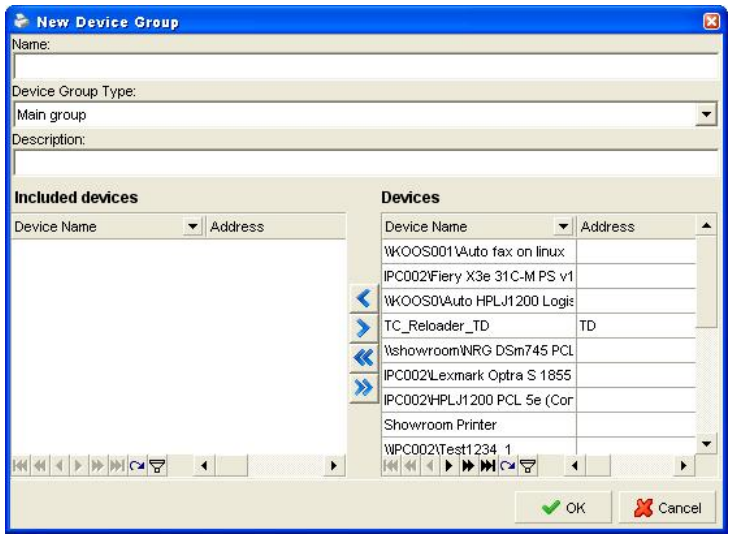
Maximum Spending Amount
The maximum spending amount is the total amount that can be booked on a Cost Centre.

Amount Spend
The amount spend field will show you how many money has been booked on the cost centre.

Reset amount spend
Use this button to set the 'amount spend' value back to zero. Typically this should be activated by the manager when the cost centre is reimbursed with the monthly amount.

Warning: If the maximum amount has been reached, no more cost can be booked on this cost centre until the amount will be reset.

Device Groups



The Device Group properties:

Name	The name of the Device Group
Device Group Type	The type of the Group
Description	A free field to enter extra information such as a description of the object or it's location.
Tab Included Devices	Choose the devices that you need in this group by either drag-and-dropping them from the device pool or select them and press the ‹ Add Device button. Use the › Remove Device button to remove a device, the « Add All button to add all devices and finally the »Remove All button to remove all the devices

Product Groups

You can use Product groups to manage your Products and Paper Prices easier.
By default a small number of product groups are provided.
The Product Group properties:

Name	The name of the Product Group
Description	A free field to enter extra information such as a description of the object or it's location.

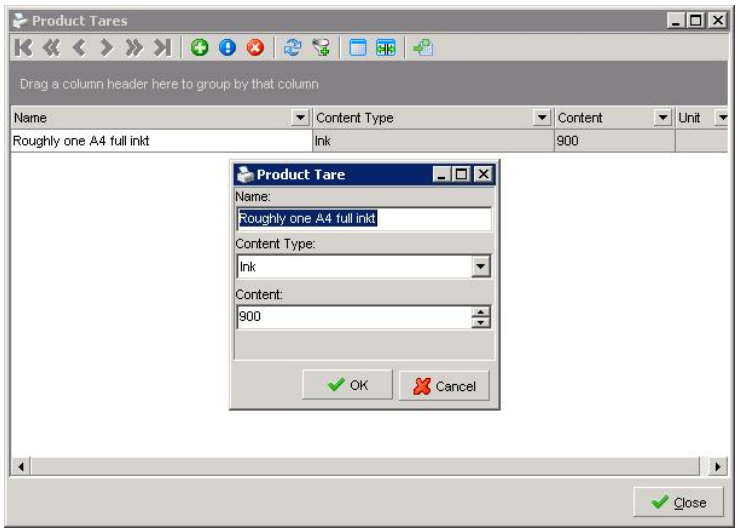
Product Tare

Product Tare is used in the situation, where you would like the customers to return the container in which the consumer goods are preserved. Like a luxury salad bowl with a salad that is priced per weight or a glass bottle of Coca Cola.

Or if you would like to calculate the ink usage in great detail, you could let us calculate the ink and you would sell the copy (A4 colour) + the price of the used

black, cyan, magenta and yellow ink units.

With these products you would sell the product itself (in example the Cola) and the container (the bottle). This menu is where you would fill out the details of the container.



Ink	The ink used to print a page calculated in units of 1 pro mille of an A4 page.
Pieces	The number of pieces.
Time	The time in seconds.
Volume	The volume of the container in litres.
Weight	The weight of the container that is sold with the actual product. (ie. the glass salad bowl) in gram

Card / Account groups

The Card / Account Group properties:

Card / Account Group ID	A unique code to identify this object.
Short Name	A name, less then 15 characters long. This field is stored and optionally displayed on the PayCon.
Long Name	A long name (40 characters) is the name used in Windows and the receipt in the PayCon, every other time short name is used.
Tender Layout	The card layout for this group
Default Subscription	The default subscription
Included purses	The purses for this group
Changed	This is a timestamp (notation of date and time) that is created the moment this table is altered.

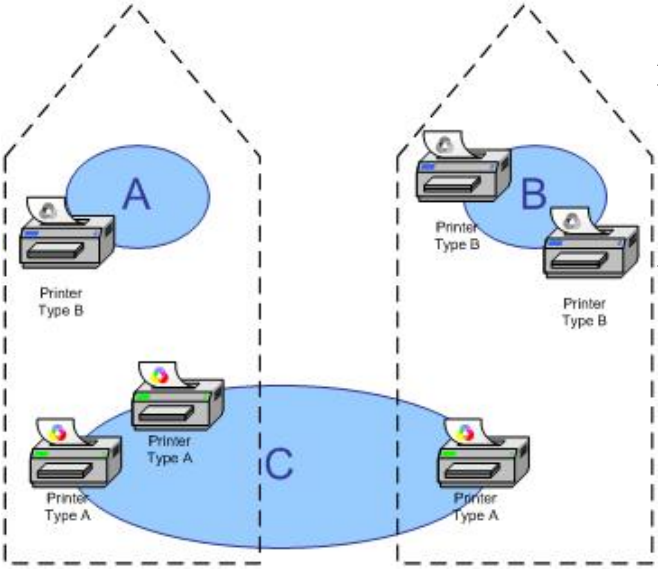
Printer pools

A Printer Pool within the Inepro Back Office Suite is a collection of printers that can use follow-me. That is if one printer in the pool is busy, broken or for any other reason not your first choice to print at, your job can be collected by another printer in that pool.

While a printer pool can exist over more than one server on multiple sites, the follow-me functionality cannot. So you can only print out your job at the printers in the printer pool at the local print server.

The printers in the pool are ideally all the same brand and type. But this is not required. It is best to use at least printers of the same brand with the same support for Postscript and / or PCL.

In order to manage the follow-me functionality you can organize your printers / Multi Functional Devices (MFD's) in follow-me or printer pools. These pools can be freely defined, for example:



Printer pool A:
A black & white printer without follow-me possibilities

Printer pool B:
2 black & white printers with follow-me enabled

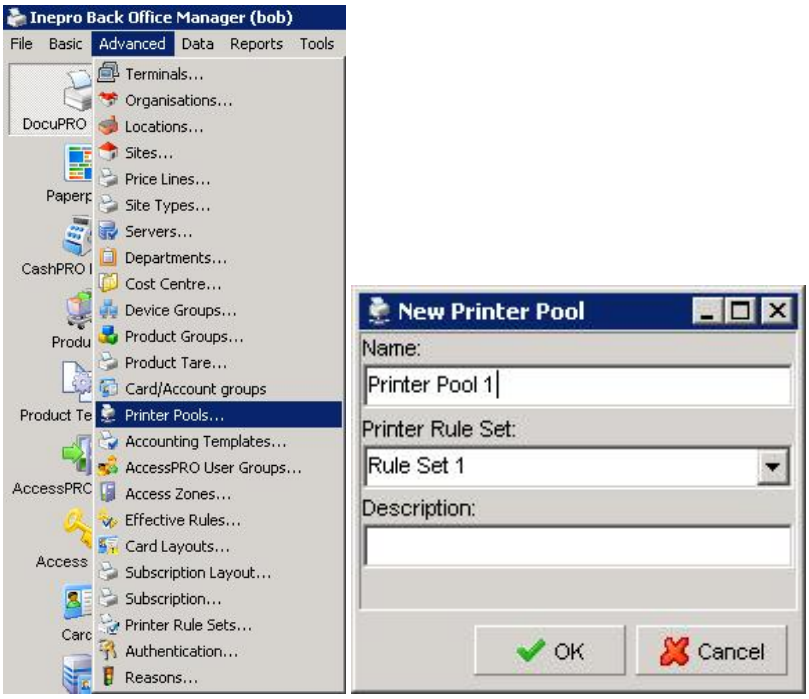
Printer pool C:
3 colour printers with follow-me enabled

So a user printing to Printer Pool 'C' on the server on the site on the left side will only be able to print on the two printers in the pool on the left side. And a user printing to Printer Pool 'C' on the server on the site on the right side will only be able to print on the only printer available on the right side and will have no follow-me functionality.

The Printer Pool properties:

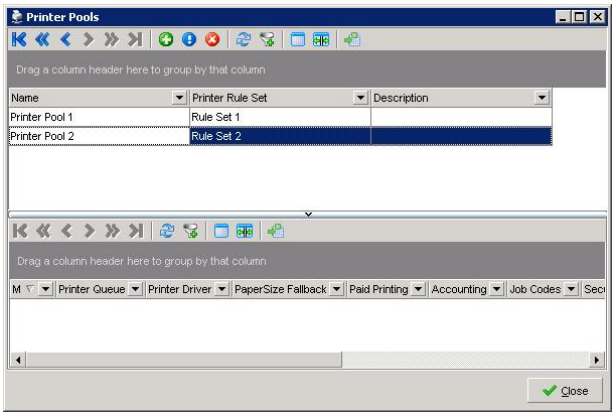
Name	The name of the printer pool
Printer Rule Set	The set of printer rules linked to this pool
Description	A longer description of the Printer Pool

Printer Rule Sets

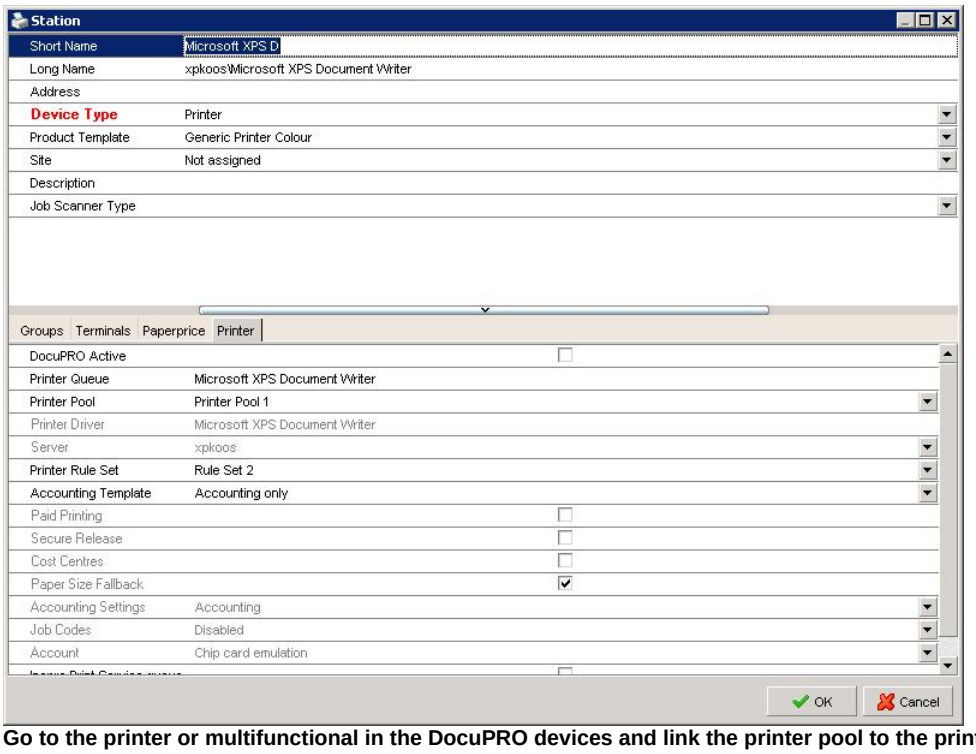


If you have created a Printer Rule Set you can add that set here to apply to all the printers in the pool.

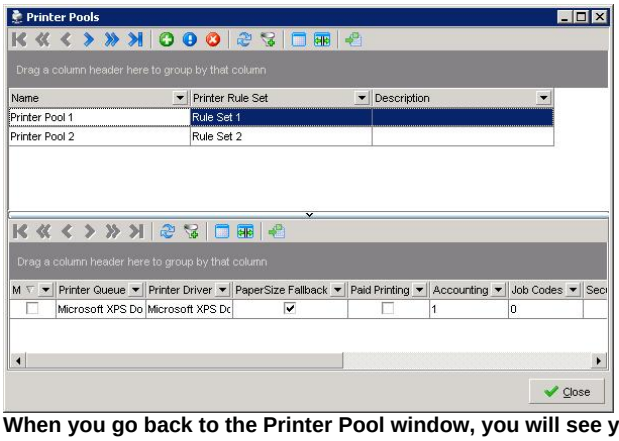
Link the Printer to a Printer Pool



The area below will show all the devices in the printer pool.



Go to the printer or multifunctional in the DocuPRO devices and link the printer pool to the printer. You may also add an additional Printer Rule set.



When you go back to the Printer Pool window, you will see your printer in the area below.

Accounting Template

A group of settings that determine how the printer and printer jobs will react on the commands of the server.

The Accounting Template properties:

Name	The name of the template
Paid Printing	Must the user pay for their print?
Secure Release	Use Secure Release?
Cost Centres	Use Cost Centres?
Paper Size Fall back	Use Paper Size Fall back?
Accounting	Accounting mode
Job Codes	Job Code Mode
Account	Silently / Chip card emulation

The Accounting template
A group of settings that determine how the printer and printer jobs will react on the commands of the server.

The DocuPRO software offers you some different modes of functionality. The most important modes are shown in this chapter.

Monitor Active	☐
Printer Queue	Auto fax on linux
Printer Pool	Not assigned
Server	KOOS001
Printer Preset	Accounting only
Paid Printing	☐
Secure Release	☐
Cost Centers	☐
Paper Size Fallback	☑
Accounting	Accounting
Job Codes	Disabled
Online Account	Chip card emulation

Monitor Active	Monitor printer activities
Printer Queue	The printer's queue
Printer Pool	The pool the printer belongs to
Server	To what server is the printer connected
Accounting Template	What template does the printer use
Paid Printing	Does the user have to pay?
Secure Release	Use Secure Release?
Cost Centres	Use Cost Centres?
Paper Size Fall back	Can the printer fall back to a smaller paper size?
Accounting	Accounting mode
Job Codes	Job Code Mode
Account	Silently / Chip card emulation / Client side conformation

The Paper Size Fall back setting
When the printer can not print on the specified paper it will fall back to a smaller size. For example if it is set to true and you want to print A3 but there is no A3 paper left, then your print job would be printed on A4 paper. Also if a Paper Type is used that is not recognised the width and height of the paper will be calculated and the price of the paper type that is the most like the paper used will be charged.

The Accounting setting

Disabled	None of the transactions are registered
Accounting	The transactions of registered users are registered
Accounting Anonymous Allowed	The transactions of all users are registered

The Job Code setting

Disabled	Don't use Job Codes
User Job Codes	Unique Job Code per user until the job Code list is empty
Session Job Codes	Unique Job Code per session until the job Code list is empty
Anonymous Job Cobs	Unique Job Code per print job until the job Code list is empty

The Account setting

Monitor Active	The print is using your online account, without any conformation
Chip Card emulation	The user must identify him / herself at the PayCon and activate the print job
Client side conformation	The user must confirm the print job on the computer he or she is at in a pop-up screen

The next table gives you an overview of the different templates and their specific needs:

Requirement	Network terminals	Client Software	User Import
Accounting only	No	No	Optional
Job Codes	Yes	Yes	No
Secure Release	Yes	Optional	Yes
Cost Centres	Optional	Optional	Yes

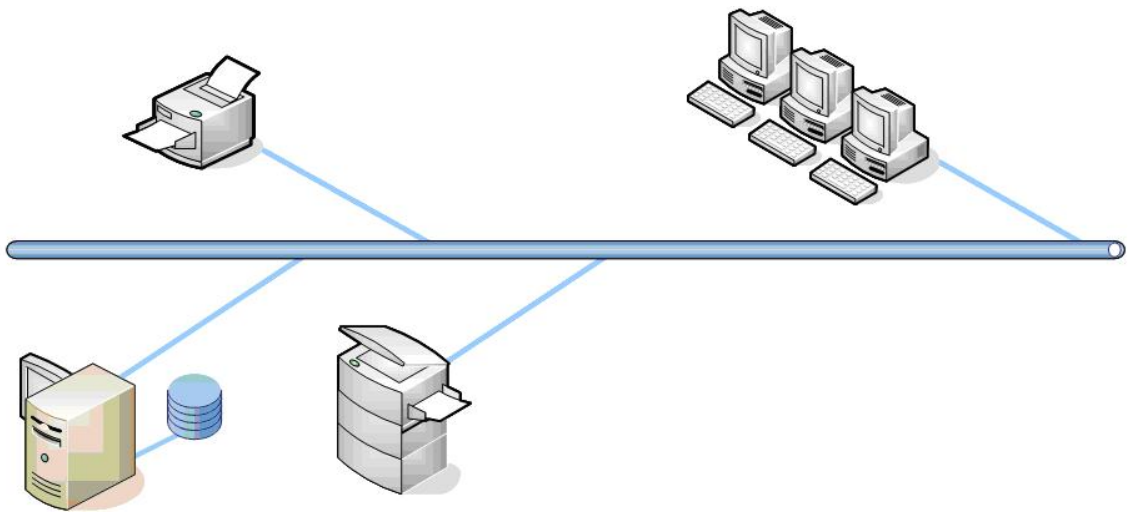
The following print configurations are available:

1. Accounting only Page 84
2. Job codes Page 84
3. Secure release Page 85
4. Cost Centres Page 86

Accounting only

'Accounting Only' mode will register all printed jobs in the database. This is commonly used when the print-outs do not need to be paid immediately. This mode does not require any hardware.

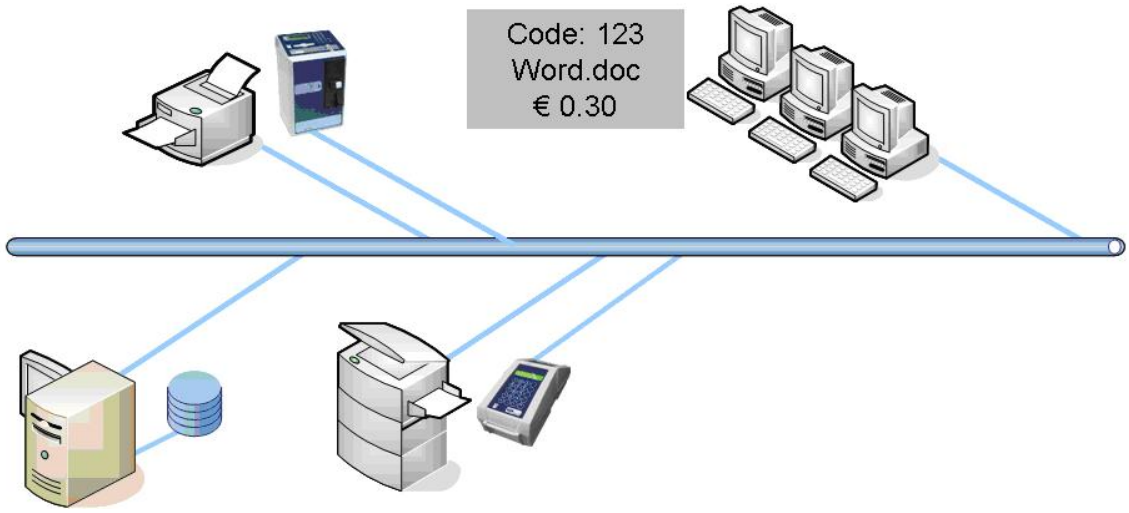
Network scheme:



Job codes

When your using Job Codes a pop up screen with a random number is displayed each time a print job is launched. This number is then used to select and pay for the job at the printer. This is the ideal solution for schools, libraries … The Job Code mode enables the user to send a number of print-jobs to the server and print only a selection of these jobs.

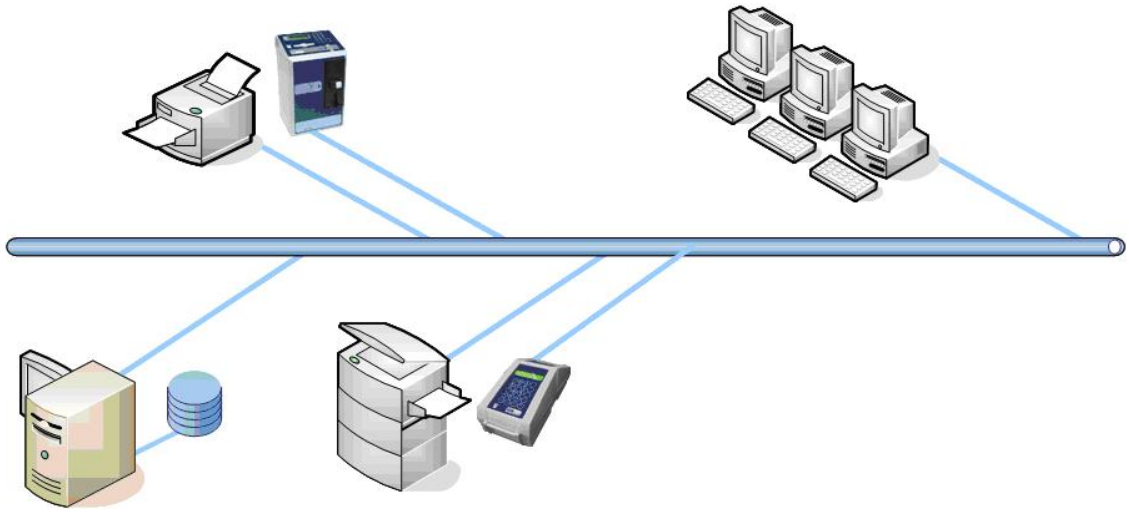
Network scheme:



Secure release

The Secure Release feature connects a login name to a specified id. Typically this id is the unique number of a the user's card connected with the Windows login name. Therefore all printed jobs can only be printed out using this particular id. This safe mode of printing can also be combined with the above modes of operations.

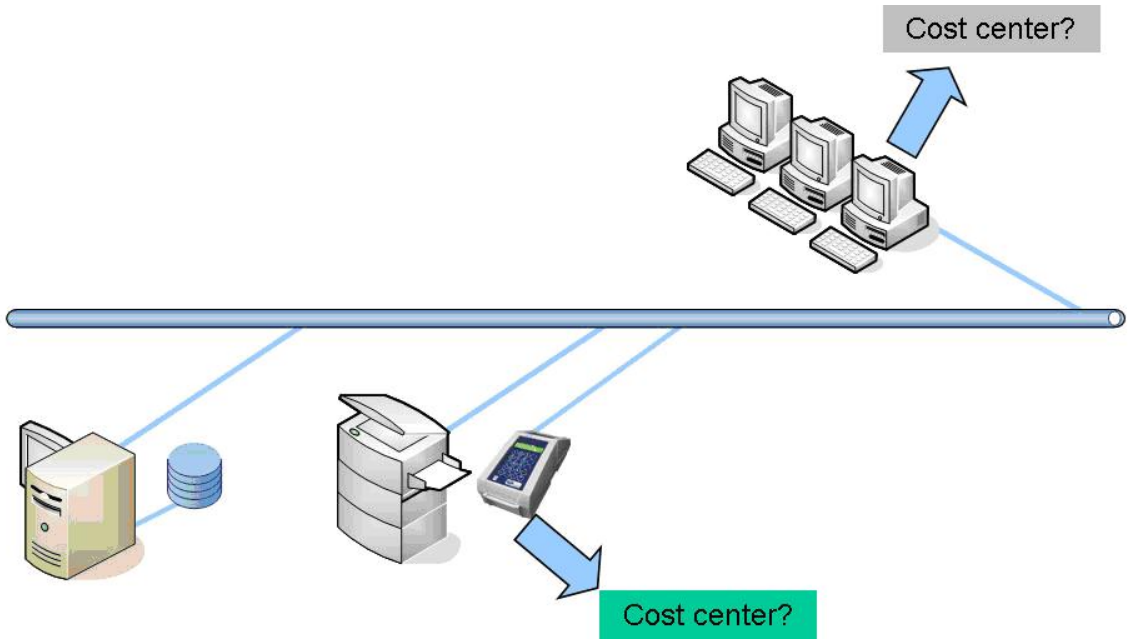
Network scheme:



Cost Centres

With the Cost Centre Feature you will enable your users to book their print costs on the Cost Centre.
A Cost Centre is the location where, in bookkeeping, the costs of a product are being made. Users can book their costs on this Cost Centre. They can either do this directly or via their department.

Network scheme:



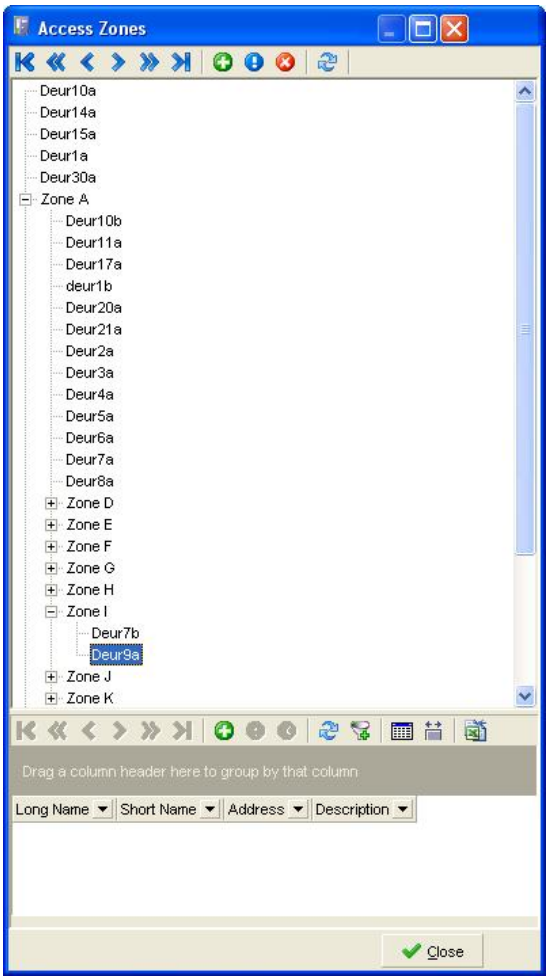
AccessPRO User Groups

To create a new AccessPRO group just click and enter a name that identifies the group.
You can use AccessPRO groups to give an entire group certain Access rights.

Access Zones

AccessPRO Zones
An area that has access controlled doors is called a access zone. Each zone has at least one door, each door has two sides. Each door side should have a Access Device connected to it. To enter a zone you will have to open a door and perhaps cross another zone.

Define zones
You can define a user zone by clicking 'Edit' -> 'Access Zones'.



For example to enter zone 'K' you need to open door 1 on the A side, enter zone 'A' and then open door 15 on the 'A' side.

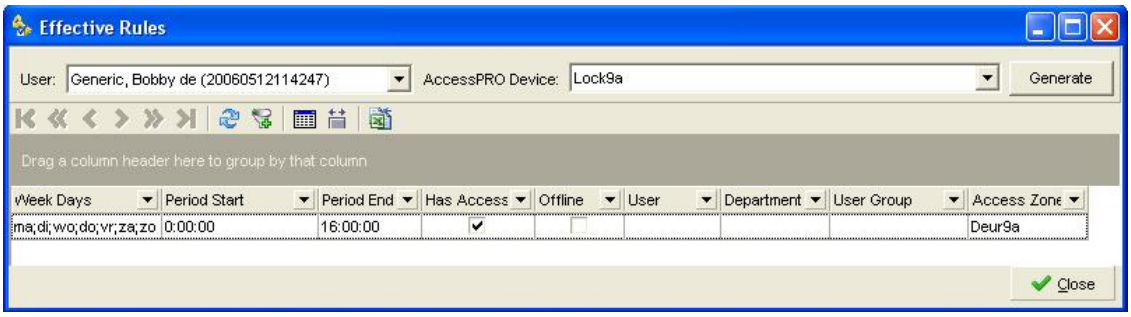
You will need the right to open doors 1a and 15a to get in, 15b and 1b to get out.

Of course you could also open door 20 on the 'A' side, enter zone 'B', open door 21 on the 'B' side, enter zone 'A', open door 7 on the 'A' side, enter zone 'I', open door 9 on the 'A' side and finally enter zone 'K' but then you would be taken a very inefficient route.

Doors on the outside of a building and the zones connected to these doors are entered as 'root nodes' in the tree structure in Inepro Back Office.

Zone that are accessible exclusively by another zone have that zone as a parent in the tree structure.

Effective Rules



Use Effective Rules to see what AccessPRO Rules are in effect for a certain user and a certain device.

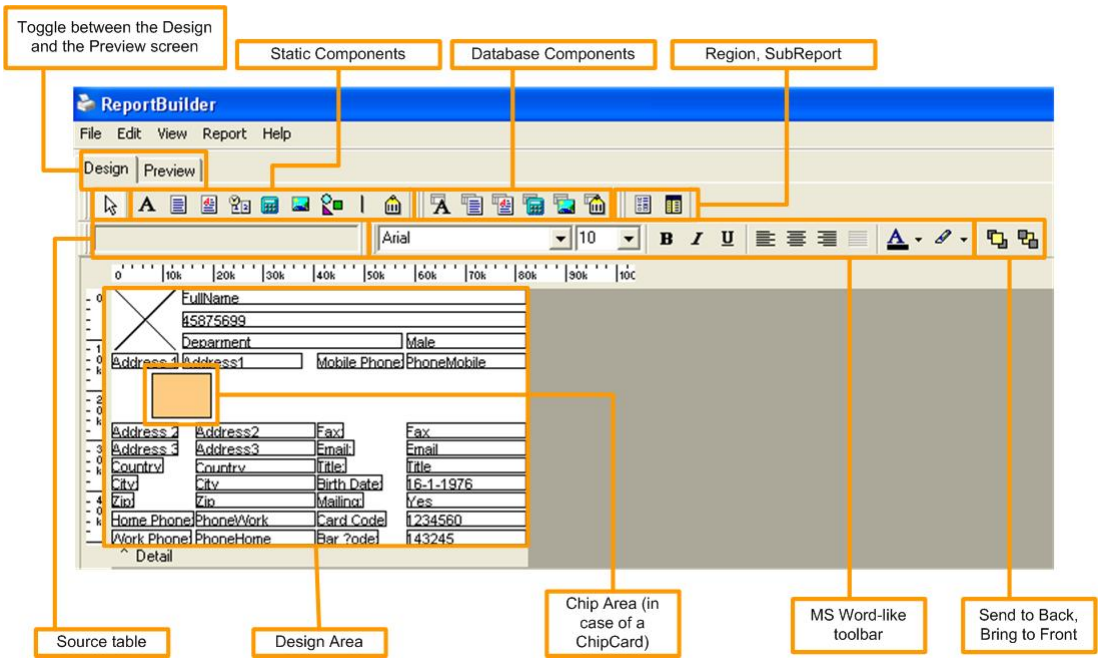
Card Layout

If you have a card printer that can store information on the cards it prints, you can use our software to create a card for each user while printing client specific information on the card, like their photo, department and name.

To do this a card layout has to be created. Enter a name and if you would like a description for the layout. Select if you would like to print on one or on two sides and if you would like to create a horizontal or vertical layout by selecting the appropriate option.

Name	The name of the lay-out
Description	A free field to enter extra information such as a description of the object or it's location.
Vertical	Create a single Portrait layout
Horizontal	Create a single Landscape layout
Double-Side Vertical	Create a duplex Portrait layout
Double-Side Horizontal	Create a duplex Landscape layout
Adjust Layout	Click to create or alter the layout

After you press 'Adjust layout...', you will enter the layout design screen:



You can choose by selecting the right page if you would like to view the Preview or Design page. When you open the designer it will show the 'Design' page. You will see two rulers and a pre-filled design area. The bronze coloured square is the place the chip contact pads would be in case you are printing a chip card. It can safely be deleted if you are creating a Mifare design or if it you don't need it to show you where the pad is located. The source table will be pre-defined as pPipeLineTender, this is shown if you select a database component.

There are three kinds of component, the static, the database components and the region and SubReport component. The region and SubReport components are not used when designing cards. The static components are used for the part of the card design that will be the same for every user. You can them to create lines, shapes, text, and images that will be the same for every user, the basic design of the card. The Database components can be used to create the parts of the card that are unique to the user, their name, their picture, the user's ID as barcode etc.

The difference between static and database components is the source of the data, with the database components you will assign a data field from a table where for each user the content will differ and with a static component you will assign the data yourself.

There are a couple of component types:

Text	One line of plain text	Alphanumeric
Memo	Multiple lines of plain text	Alphanumeric
RichText	Multiple lines of formatted styled text	Alphanumeric
Date	The current date	Date
Calculated		Variant
Image	An image file	BLOB
Shape	A basic shape	BLOB
Barcode	A type of barcode, als human readable	BLOB

Each component has a context menu (access it by right-clicking) in which you can access the component specific options.
The fonts and styles can be manipulated with a toolbar not unlike the one in Microsoft Word. With the 'Send To Back' and Bring To Front' buttons you can respectively send a component to the back, where it will be obscured by other components occupying the same space or be Brought To the Front obscuring the other components that occupy the same space.

The layout is automatically saved when you close the window.

Subscription Layout

Use the subscription layout to create a design for the subscription card.

Read more about creating a card layout in the chapter:
Card Layout on page: 90

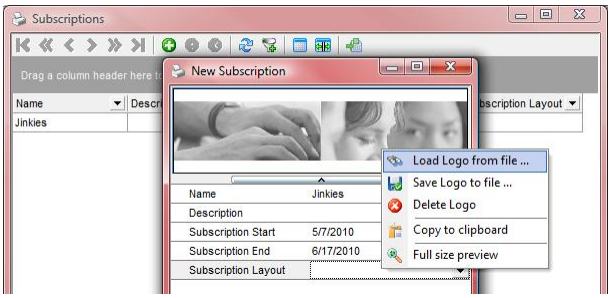
Subscription

When you have a subscription printer, you are able to print out subscription card in a monochrome color and when the card is return the subscription printer is able to erase the print on the card again. The card can now be re-used.

These card are used for subscriptions like a season ticket for the bus or train. When it is time to renew the subscription card, the user will return it, the printer will then erase the old data and write the new data (period and user data) on the card.

Inepro Back Office Manager supports these subscriptions and provides the user information in our database to be used for the creation of these subscription cards.

Before you can fully enter a subscription you should have created a subscription layout.

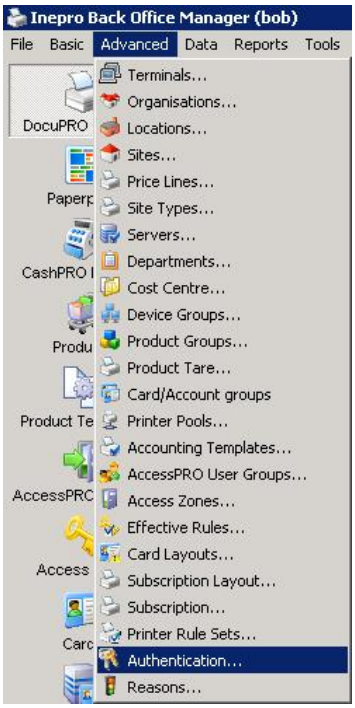


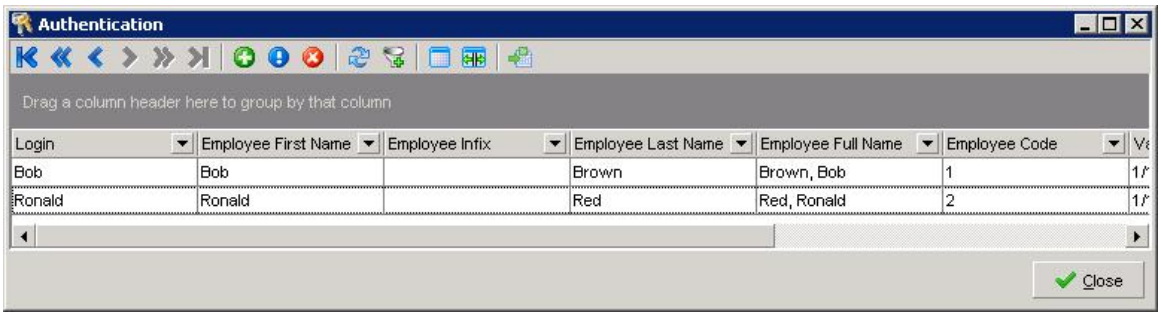
Subscription		Photo Context Menu	
Name	The unique name for the subscription	**Load logo from file**	Load a logo image to print on the subscription
Description	A description	**Save logo to file**	Save this image back to a file
Subscription Start	The date from which the subscription is valid	**Delete logo**	Delete the logo stored in our database
Subscription End	The date through which the subscription is valid	**Copy to clipboard**	Copy the image to the clipboard
Subscription Layout	The layout used for the subscription	**Full size preview**	Preview the image full size.

Authentication

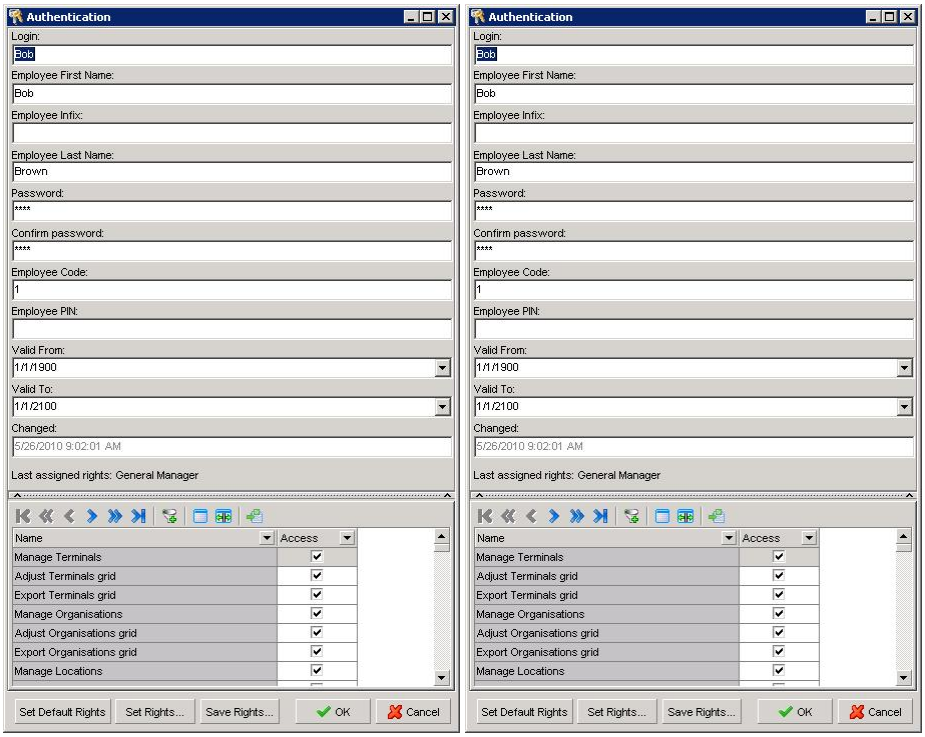
The Authentication properties:

Login	The user's Windows login name
First Name	The user's first name
Infix	The user's infix
Last Name	The user's last name
Password	The password for the Inepro Back Office Suite
Confirm Password	Confirm the password for the Inepro Back Office Suite
Valid From	The start date of the time period this Authentication is valid.
Valid Trough	The end date of the time period this Authentication is valid.
Changed	This is a timestamp (notation of date and time) that is created when this record is altered.
Rights	The right the user has within the Inepro Back Office Suite





Press the Add button to open the new / insert menu or the Edit button to edit already existing data:



Login is the name the employee will use to log in on the Inepro Back Office Manager.
The First Name, Infix, Last Name and the password fields are self explanatory.
The Employee Code and Employee PIN are used for PosPRO employees. So if the employee should also be able to access one or more PosPRO tills, you should enter his credentials here.

Default Right Profiles

These are the default rights profiles you can assign to different employees:

Right	Description
Back Office Supervisor	Grants a user full access to view and / or change all modules of the Back Office Manager software.
DocuPRO devices	View or make changes in the menu's DocuPRO Devices, Update Terminals, Restart Services and Device History
CashPRO devices	View or make changes in the menu's CashPRO Devices, Update Terminals and Device History
DocuPRO products	View or make changes in the menu's Paper Prices, Update Terminals and Restart Services
CashPRO products	View or make changes in the menu's CashPRO Products and Update Terminals
Hardware configuration	View or make changes in the menu's Device Configurations, Terminals, Servers, Printer Pools, Printer Presets, Deleted Terminals, Deleted Devices, Update Terminals, Restart Services and Device History
Reporting groups	View or make changes in the menu's Device Groups and Product Groups
Discounts	View or make changes in the menu Discounts
Organisational structure	View or make changes in the menu's Organisation, Locations, Sites, Departments and Cost Centres
User Management	View or make changes in the menu's Cards, Online Accounts, Users, User History, Marketing, Device History and Anonymous Cards
Reports	View or make changes in the menu's Turnover Report, Total sum of amounts and Device
User Reports	View or make changes in the menu's all reports, except Turnover Report, Total sum of amounts and Device

Customized Right Profiles

There are two ways to define a customized rights profile, by ticking or unticking the check boxes next to every right in the table beneath the employee details in the edit window or by using the Enable User Rights Admin function.

Ticking the Check Boxes
You need to tick the boxes for each right you want the employee to have. The boxes of the rights he should not have should be empty.
As this list a quite voluminous we recommend using the Enable User Rights Admin function.

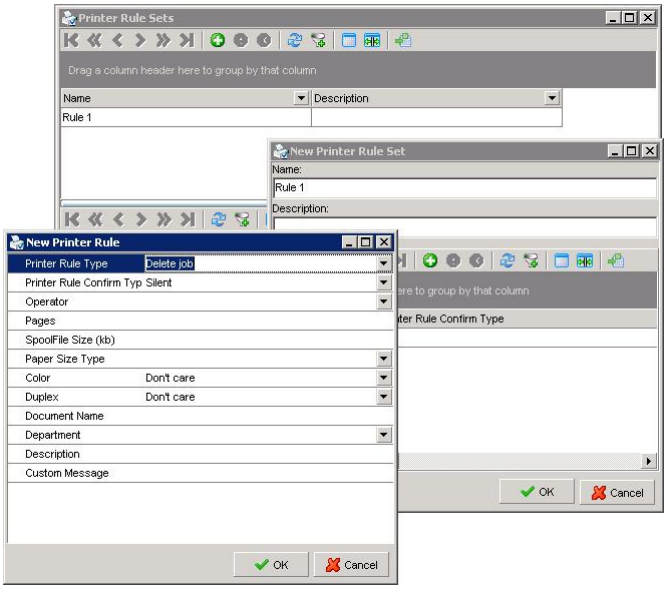
Read more about authorizing an employee in the chapter:
Enable User Admin Rights on page: 152

Printer Rule Sets

Printer Rule Sets allows you to enter a set of rules that can be attached to a printer. The rules can determine what must be done with certain print jobs. You could for example lead big print jobs to a specific printer that is meant for such jobs even if a user sends it to another printer. Or you could prevent a certain department from printing in colour. There are a lot of possibilities.

First you must create a set, give it an unique name and then add the rules

belonging to that set.



The options of the new printer rule window are explained in these tables:

Printer Rule Type	
Delete job	Delete any jobs that this rule applies to
Do not charge	Do not charge anything to the job owners car or account
Pause job	Pause this job
Redirect	Redirect this job to another printer
Redirect & Reprice	Redirect this job to another printer and change its price

Printer Rule Confirm Type	
Acknowledge	Acknowledge will shows a message with an 'OK' button. The action can not be stopped. The user will confirm that he has seen the message, and the action will be executed.
Acknowledge or Decline	Acknowledge or Decline will show a message with an 'OK' and 'Cancel' button. The user can stop the action by pressing 'Cancel'. The job will then not be printed.
Notify	Notify will show the user a message notifying him of the applied rule. In the mean while the action is executed.
Silent	No message is shown to the user. The user is not informed about the applied rule.

Operator	
< >	The job properties are greater then or smaller then the following properties
=	The job properties are equal to the following properties
<	The job properties are smaller then the following properties
<=	The job properties are smaller then or equal to the following properties
>	The job properties are greater then the following properties
>=	The job properties are greater then or equal to the following properties

Properties	
Pages	The number of pages in the job
Spool file Size (kb)	The size of the spool file (in kilobytes)
Paper Size Type	The size of the paper (A4, letter, ledger, envelope No.10)
Color	Is it a colour job? (Don't care, true or false)
Duplex	Is it a duplex (two-sided) job? (Don't care, true or false)
Document Name	The name of the document printed

Other	
Department	The rule only applies to this department
Description	The description of this rule (Use this so you can easily see in the manager what this rule is supposed to do)
Custom Message	Show this message to the user depending on your confirm type (it won't be shown if the confirm type is set to silent)

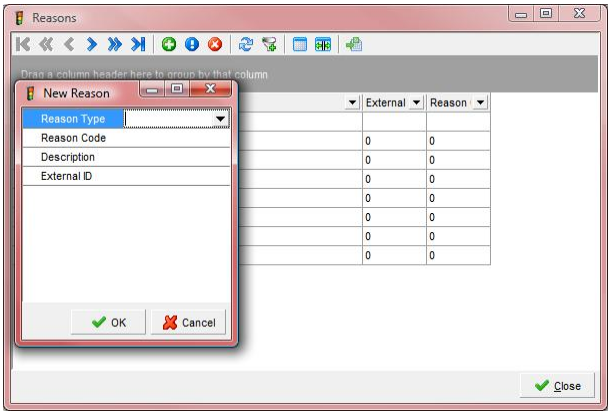
You should be able to create all kinds of sets that will govern the flow of your print jobs.

Reasons

The reasons must be given when revaluing or devaluing a card or account, applying a discount, reimbursing returned goods or when a user is reporting himself absent. You can declare the valid reasons for these actions here.

When creating a new valid reason you must first set the reason type, these are explained in the table below:

Reason Types	
Absence	This reason is one of the possible reasons to be absent from work or school in the used absent system
Deduct	Money is directly taken from the account or card via the Inepro Back Office Manger. This reason will describe why.
Discount	The reason that the user has received this discount
General	All other events
Reload	Money is directly added to the account or card via the Inepro Back Office Manger. This reason will describe why.
Return	The user returns a product or denies a service and wants his money back. This reason will describe why.



Reason	
Reason Type	One of the Reason Types as described in the table above
Reason Code	A unique code to identify this object.
Description	A description of the reason.
External ID	Absence Reason are often taken from an external absence system, this ID should be the same as the ID in the external system and may be used to synchronise between the two systems.

Device Log

This log will contain all transactions that a Device has made. Even 'Card Inserted', 'Session End' and 'Card Removed' are logged as transactions. You can select a time period and as in all other options you will be able to filter the data. The Device Log properties:

Date / Time	This is a timestamp (notation of date and time) that is created at the time this event is logged.
Terminal Code	A unique code to identify this object.
User	The user attached to this object.
Transaction Type	The type of transaction
Product	The product that was purchased
Department	The Department the user is assigned to
Cost Centre	The Cost Centre the user can book to
Card Type	Defines the type of chip card, like SLE4442, Mifare.
Card Code	A unique code to identify this object.
Purse	Which purse was used
Purse Type	The type of purse
Employee	The name of the cashier
Amount	The amount of money transferred
Quantity	How many products are purchased
Purse Balance	The amount of money left in the purse

If you click the right mouse button to bring up the context menu you can choose 'Session Log'.
This log will contain all transactions that were made in a session. A session is started when the card is inserted and ends when the card is removed. Even 'Card Inserted' and 'Card Removed' are logged as transactions. You will be able to filter the data.

A session log does not have to contain one user. A user could go to a vending machine, try to purchase a product and walk away to complain when the product can not be delivered. Another user can then purchase a higher priced product and pay for it with partly his and partly the other user's money. This will not be a session nested in a session but count as one session (it will end when the first user presents his card to the PayCon). The money from the first user would have 'disappeared'. The administrator can track the money and the user who took it via this session log.

Menu Data

Part VI

Discounts & Permissions

Terms and concepts

We use a number of terms and concepts in the Discount option that you will need to be familiar with.

Discounts that are 'in effect' or 'effective discounts', are discounts that would (also) effect the group you are creating a discount for. Discounts will only effect each other if they effect at least one of the same (sub)groups (Users, Devices, etc.).

When evaluating Discounts the lowest price is always chosen!

Basic Price	The price that is in the Product or Paper Price table.
Fixed Price	Initially the Basic Price optionally altered by 'Fixed Price' Discounts fields. When no fixed price has been entered, the basic price will be used.
Quantum Discount	When you buy more than the quantum in one session you will get the discount per product.
Session	The time period from the moment a user presents a card to the Terminal until the moment he removes that card.

If there is no 'fixed price' field set in the effective discounts, the Base Price would be used as 'fixed price' value.

Cumulative Discounts and Relative Discounts will be evaluated on the lowest fixed price in effect.

Quantum Discount will differ in 'Single Vend' and 'Multi Vend' mode. If a product is sold and directly charged (Single Vend), like a copy in a copier, there is no way of knowing if you will reach the quantum in that session. This will mean no discount will be giving to a product until after the quantum has been reached. If a list of products is created and than charged (Multi Vend) like in a cash register application, the quantum discount will be given to each product (provided the quantum is reached by the total amount of products on the list).

For example if the quantity is set to 5 and the Discount to 50%, and I make 20 copies (Single Vend) normally costs 10¢. I would pay 10 ¢. for copies 1-5 and 5¢. for copies 6-20. I would have to pay €1,25 ((5 x 10¢. = 50¢.) + (15 x 5¢. = 75¢.)) If I bought 20 pieces of candy (Multi Vend) that each cost 10¢. with the same Discount in effect I would have to pay €1,00 (20 x 5¢. = €1,00) because of the 'Multi Vend' mode.

Quantum Discount
If multiple Quantum Discounts are in effect they would add up, for example if I have a 10% discount at 5 items and a 20% discount at 20 items and I would purchase 22 items, I would get a 30% discount (10%+20%) because I purchase 5 or more items and I would also purchase 20 or more items.

Happy Hour	A specific time a day a discount will be given.
Continuous period	A time frame (which can span months) in which a discount will be given.

Fixed Discount	A fixed discount, this is where you set the 'fixed price'.
Absolute Discount	A percentage of the basic price.
Cumulative Discount	A percentage of the lowest fixed price that will be added to all other cumulative discounts
Relative Discount	A percentage of the lowest fixed price.

Fixed discount
Use this discount to effectively change the price into the price at which you want to sell the . So if the basic product price is (€)10,00 and the discount is (€)9,00, the product would cost €9,00.product.
But if another was already set to (€)7,50, the product would cost €7,50. This is because Discounts will always look for the lowest fixed price.

Absolute discount
Sell this product with a discount of a certain percentage of the basic price. So if the basic price is (€)10,00 and the discount is 9(%) the product would cost €9,10.
But if another Discount would have already set a Fixed discount price to (€)6,00, the product will be sold for €6,00. This is because Discounts will always look for the lowest Fixed price.

Cumulative discount
Sell this product at a percentage of the lowest fixed price. This percentage will be added to the other Cumulative Discount percentages. So if the basic product price is (€)10,00 the discount is 5(%) and there is already a cumulative discount of 8(%), the cumulative discount will be 5% + 8% = 13%. So the product will cost €8,70.
But if another Discount had the fixed price already set to (€)4,50, the product would cost €3,96; (13% of €4,50). This is because Discounts will always look for the lowest fixed price.

Only Cumulative Discounts are added, the only other influence on discounts that use percentages is the 'fixed price' field in the discount your working in and the other Discounts.

Relative discount
Sell this product at a percentage of the lowest fixed price. So if the basic product price is (€)10,00 the discount is 12(%) the product price will be €8,80. But if you also set a fixed price to (€)7,00, the product price would be €6,16.

The Discount order can be a very complex subject, you only need it when multiple discounts are in effect and you do not want them to be in a specific case.

Discount order
If many discounts are in effect it is possible that there are some cases in which you do not wish for all the discount that are in effect to add up. In those cases you must place a stop in the row of the discounts that are in effect in that specific case. The order in which the row is ordered is fixed. The row is ordered by adding all the used discount fields for each discount. Each has a different value as you can see below:

64	32	16	8	4	2	1
Happy hours	Continues period	Quantum Discount	Card Group	Device Group	Product Group	Product

For example the discounts a user can enjoy are:

Discount 1	Happy hours	Quantum Discount	Card Group	Device Group
Discount 2	Product Group	Device Group	Card Group	-
Discount 3	Product	Continues period	-	-

The order numbers for the example discounts are:

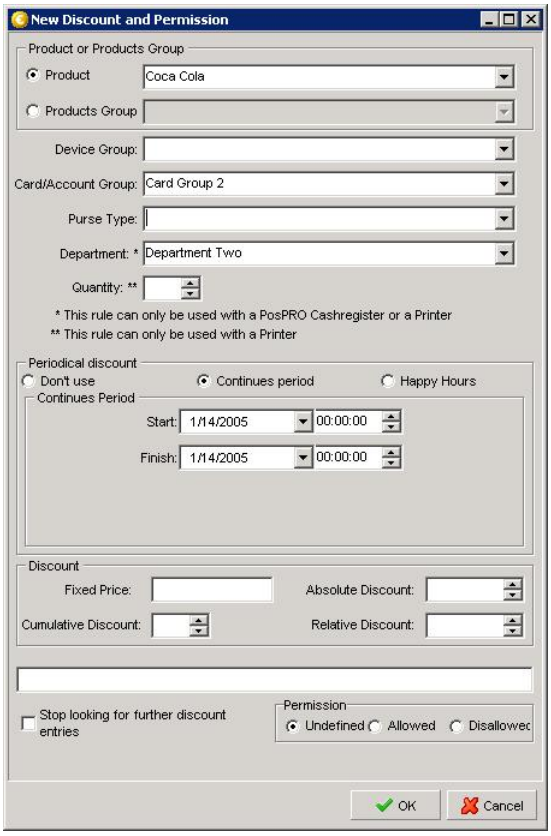
Happy hours	Continues period	Quantum Discount	Card Group	Device Group	Product Group	Product	Total
64	0	16	8	4	0	0	**Discount 1 has order number 92 (64+16+8+4)**
0	0	0	8	4	2	0	**Discount 2 has order number 14 (8+4+2)**
0	32	0	0	0	0	1	**Discount 3 has order number 33 (32+1)**

The highest number will be applied first. So the order is: Discount 1 (order number 92), Discount 3 (order number 33), Discount 2 (order number 14).
In this case Discount 1 is processed first, Discount 3 second and Discount 2 is the third Discount being processed.

So if the 'stop looking for further discount entries' box is checked in the Discount which uses 'Product' and 'Continues Period' (Discount 3), the software will not take Discount 2 into account because it is further down the row then Discount 3 where a stop (the check box 'stop looking for further discount entries') has been placed.

For a complete list of all the available options go to Appendix A: Discount Order List on page: 218

The discount screen



You can create a discount on a Product or on a Product Group. You can give discounts on even smaller groups by also selecting a Device Group, a Card Group, a Purse Type, Department (only for PosPRO / CashPRO and printer discounts) and a quantity (only for print discounts).

With Periodical discount you can set the discount for a selected period of time.

Furthermore you can set the discount amount and the way it is applied in the Discount group box.

You may fill out only one kind of Discount in this box.

And finally you can check the 'stop looking for further discount entries' to make sure no more discounts are applied.

Permission is used to prevent or enable groups to use this product / product group.

Example A

School A has three card Groups, 'Teachers', 'Students' and Guests.
The teachers at school A do not have to pay 7¢. for a Black and White paper like the students, they can copy and print at a fix price of 4 cent. on the teacher copiers. If they print they get a 50% discount. Teachers and students can also use the old printers, if they do they get an additional 10% discount. Everybody who prints 25 pages will get a 'Large User' discount of 60% but they do not want it to be added to other Discounts. There is a printer rush during lunch time on every day but Monday, so the school has decided to make printing 9% cheaper outside these hours during daytime. On every evening the printing is made just a little cheaper (3% discount) because it is also busy time. Guests will pay the normal price at any time, but can enjoy the 'large user' discount.

How can we make this happen?

We must remember that we can only use one discount type per Discount.
1. Select the Product Group 'Copy'
2. Select the Card Group 'Teacher'
3. Set 'Fixed Price to 4 (4¢.)
4. Click

to save this discount.

We need to do this for the printers also:
1. Select the Product Group 'Print'
2. Select the Card Group 'Teacher'
3. Set 'Fixed Price to 4 (4¢.)
4. Click

to save this discount.

Now we will assign the 50% printing discount:
1. Select the Product Group 'Print'
2. Select the Card Group 'Teacher'
3. Set 'Cumulative Discount' to 50 (50%).
4. Click

to save this discount.

Now we will assign the 10% discount for old printer use for the teachers:
1. Select the Device Group 'Old Printers'
2. Select the Card Group 'Teacher'
3. Set 'Cumulative Discount' to 10 (10%).
4. Click

to save this discount.

Now we will assign the 10% discount for old printer use for the students:
1. Select the Device Group 'Old Printers'
2. Select the Card Group 'Student'
3. Set 'Cumulative Discount' to 10 (10%).
4. Click to save this discount.

Now we will assign the 60% discount for 25 pages:
1. Select the Product Group 'Print'
2. Set Quantity to (25) (25 prints)
3. Set 'Absolute Discount' to 60 (60%).
4. Click to save this discount.

Now we will assign the 9% discount for office hours except on Monday. We can not make printing more expensive so we will have to make the others hours cheaper. We can not select a period that is not effected by the discount so we will have to make two discounts, one for the mornings from Tuesday till Friday and on for the afternoons.

We will start with the mornings:
1. Select the Periodical Discount to 'Happy Hours'
2. Set Start Time to '08:30' and End Time to '12:00'
3. Check every day but Monday
4. Set 'Cumulative Discount' to 9 (9%).
5. Click to save this discount.

Now we will set the afternoons:
1. Select the Periodical Discount to 'Happy Hours'
2. Set Start Time to '12:30' and End Time to '17:00'
3. Check every day but Monday
4. Set 'Cumulative Discount' to 9 (9%).
5. Click to save this discount.

Finally we will set the evenings:
1. Select the Periodical Discount to 'Happy Hours'
2. Set Start Time to '17:00' and End Time to '22:00'
3. Set 'Cumulative Discount' to 3 (3%).
4. Click to save this discount.

The Result

So the at what price will a teacher and a student print during the different parts of the day?

The discount 'Large User 60%' is not linked to the other discounts because it is not cumulative and the calculations for a teacher copying will not be used in this example but are shown just to provide a complete picture:

The 'Large User 60%' Discount (for printing > 25 pages):

Pages	Total Cost	Price per Print
12	€ 0,8400	€ 0,0700
27	€ 1,8060	€ 0,0669
50	€ 2,4500	€ 0,0490
200	€ 6,6500	€ 0,0333

The 'Teacher Copy' Discount:

Moment	Price per Copy
Rush Hour	€ 0,0400
No Rush Hour, Day Time	€ 0,0364
Evening	€ 0,0388

First we see the discount table for printing or copying more then 25 pages, you will see that copying 200 pages or more is cheaper for a teacher then copying them separately. However printing 200 pages would make no difference because he would get the lowest Discount and all the teacher print Discounts are making it so cheap for the teacher to print that even the 60% rate would not make it interesting for him to print 200 pages.

If the 'Teacher old printing' Discount was the only Discount in effect, printing the pages separately would be more expensive, but the 'Teacher - Print for 50%' Discount would also be in effect and that those discounts added up will make it cheaper...

These are the prices for 1 print:

The 'Student' Discount:

Moment	Price per Print
Rush Hour	€ 0,0700
No Rush Hour, Day Time	€ 0,0637
Evening	€ 0,0679

The 'Student - 10% Old Printer' Discount:

Moment	Price per Print
Rush Hour	€ 0,0630
No Rush Hour, Day Time	€ 0,0573
Evening	€ 0,0611

As you can see the students can never print cheaper than their teachers. They could however get a better price per page if they would print more than 25 pages. The more pages (over 25) they print, the cheaper it would get because of the "Single Vend" mode described above.

The 'Teacher' Discount:

Moment	Price per Copy
Rush Hour	€ 0,0400
No Rush Hour, Day Time	€ 0,0364
Evening	€ 0,0388

The 'Teacher - Print for 50%' Discount:

Moment	Price per Print
Rush Hour	€ 0,0200
No Rush Hour, Day Time	€ 0,0182
Evening	€ 0,0194

Teacher print for 50% of the normal price but it is cumulative, so if there would be another discount they would be added.

The 'Teacher - 10% Old Printer' Discount:

Moment	Price per Print
Rush Hour	€ 0,0360
No Rush Hour, Day Time	€ 0,0328
Evening	€ 0,0349

This Discount will never be in effect alone, for a teacher, because the software would automatically switch to the cheaper 'Print for 50%' Discount. The two discounts will however be added to each other and their cumulative discount is presented in the next table.

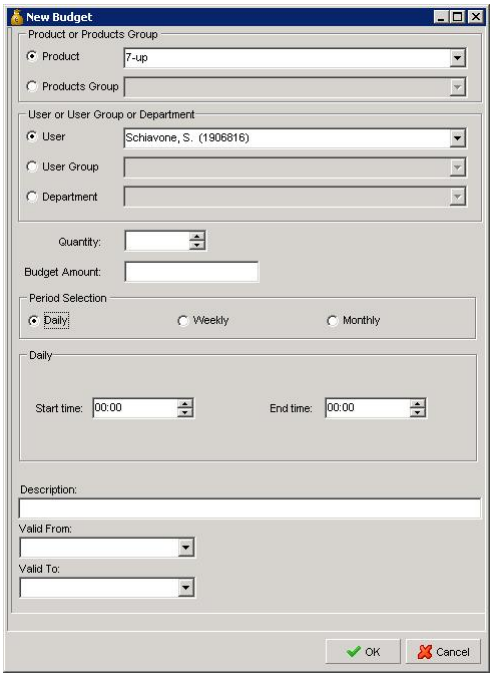
The 'Teacher - Print for 50% + 10% Old Printer' Discount:

Moment	Price per Print
Rush Hour	€ 0,0160
No Rush Hour, Day Time	€ 0,0146
Evening	€ 0,0155

If the teachers are printing on an old printer, they would get the most cheapest price per print possible, especially during daytime outside 'rush hour'..

Budgets

With budgets you can restrict the product sales for a User, User Group or Department. The restrictions can be made on the total amount that you want to allow the user or Department to spent and / or on the total quantity sold of the Product or Product Group.



Product	The Product that is restricted.
Product Group	The Product Group that is restricted.
User	The User to which the budget applies.
User Group	The User Group to which the budget applies.
Department	The Department to which the budget applies.
Quantity	How many products may be bought by the department, group or user.
Budget Amount	The amount that may be spent.
Period Selection	The period that the budget applies to, after which it resets.
- Daily - Start Time	The time at which the budget is valid.
- Daily - End Time	The time at which the budget is no longer valid.
- Weekly - Start Day	The weekday the budget is valid from.
- Weekly - End Day	The weekday the budget is valid through.
- Monthly - Start Day	The day number of the month that the budget is valid from.
- Monthly - End Day	The day number of the month that the budget is valid through.
Description	A description of the budget.
Valid From	The start date the budget is valid from.
Valid To	The end date the budget is valid through.

Warning: Budgets can only be used for the PosPRO till and it's products.

V.A.T.

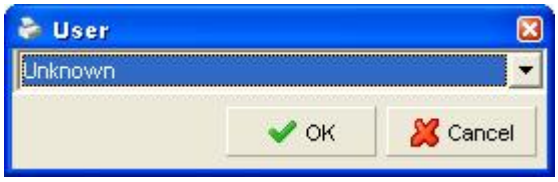
Value added tax (V.A.T.) is similar to a sales tax in that it is levied at the time of the sale of goods and services. It is an indirect tax, in that the tax is collected from someone other than the person who actually bears the cost of the tax (namely the seller rather than the consumer).

You can set the V.A.T. rates used in your country used on the products or services in your database:

Percentage	The V.A.T. percentage

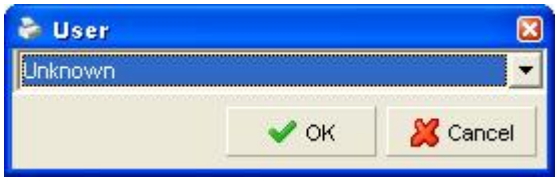
Description	A free field to enter extra information such as a description of the object or it's location.
Valid From	The start date of the time period the V.A.T. is valid.
Valid Trough	The end date of the time period the V.A.T. is valid.
Changed	This is a timestamp (notation of date and time) that is created when this record is altered.

Anonymous Cards



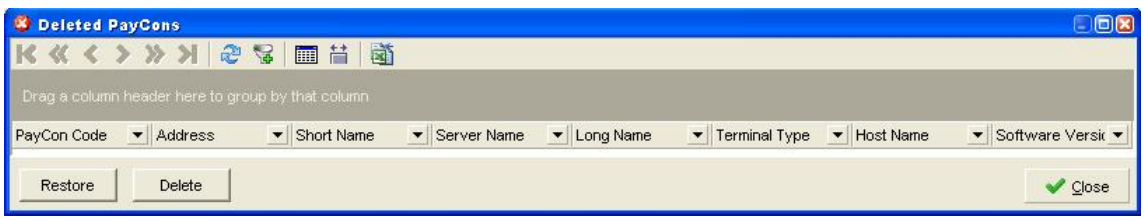
A list of cards that are not (yet) attached to a user, and that have therefore been deactivated. You can edit the list by clicking the Edit button and choose a user. The card will then be assigned to this user and moved to the cards table (and thus removed from the Anonymous Cards table).

Anonymous Accounts



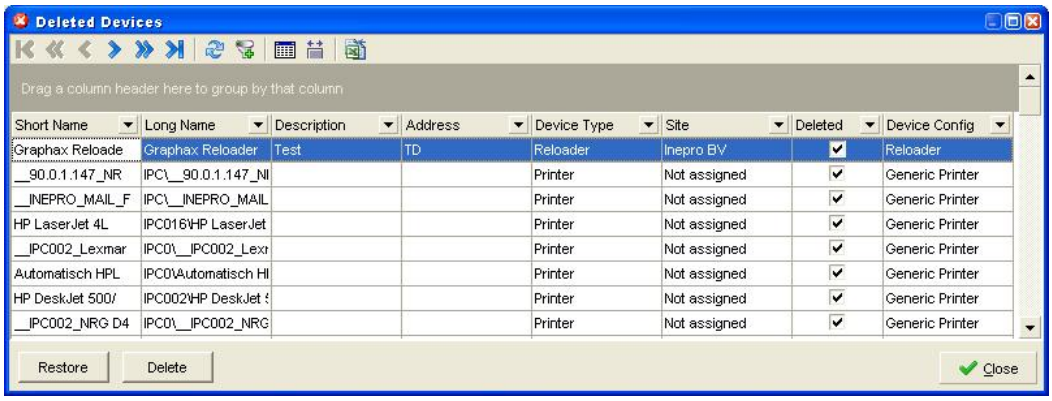
A list of Accounts that are not (yet or not anymore) attached to a user, and that have therefore been deactivated. You can edit the list by clicking the Edit button and choose a user. The account will then be assigned to this user and moved to the accounts table (and thus removed from the Anonymous Accounts table).

Deleted Terminals



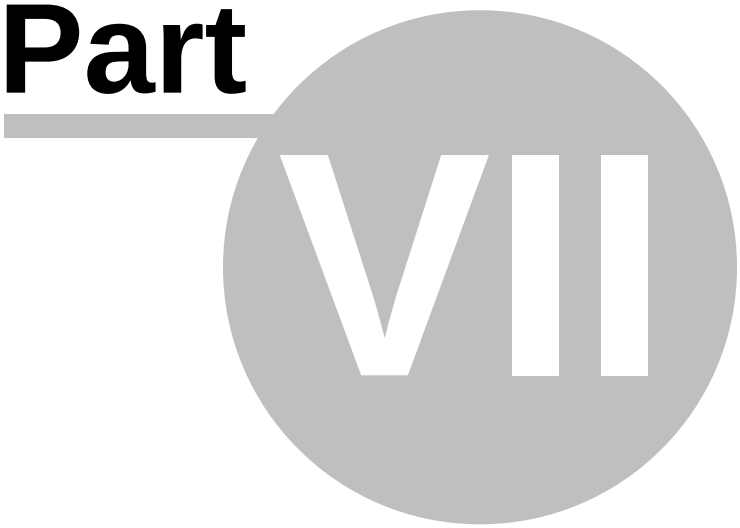
A list of Terminals that have been disconnected, you can either delete or restore them by clicking the related button.

Deleted Devices



A list of removed devices you can either delete or restore a device by clicking on the related button.

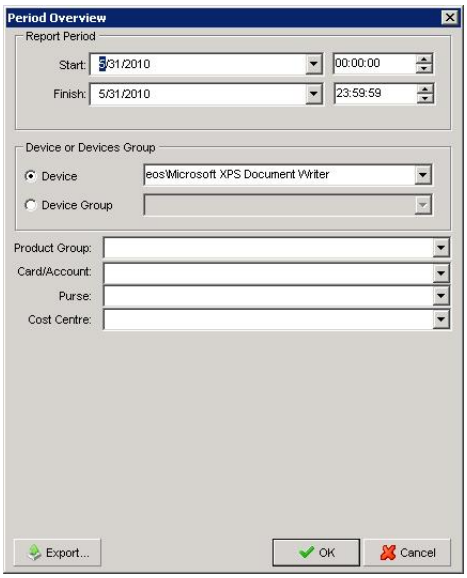
Menu Reports

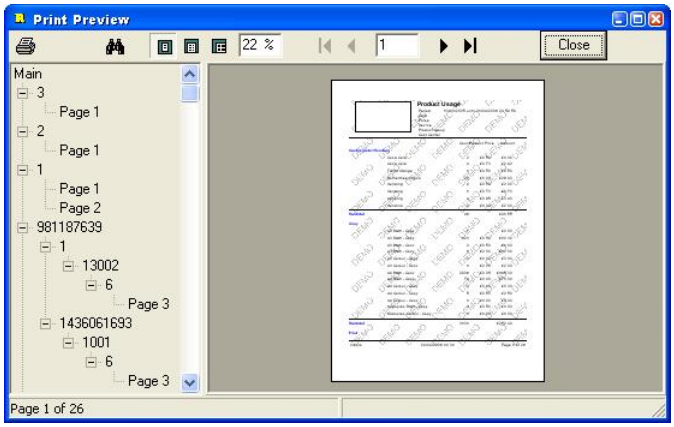


Reports

Reports consist of two parts, the totals and the details.
The first part of a report will be the totals of the amounts in the report and the second part will the detailed information about those amounts. You can check 'Only the first report' to just get the totals report.
You can filter a report on Device, Device Group, Product Group, Card, Purse, Cost Centre and sometimes on User.

For example the 'Sales per Product' will generate a report on everything sold grouped by Products.





Period	The time period the report will cover
Device or Device Group	Report only on this Device or Device Group
Product Group	Report only on this Product Group
Card	Report only on this Card
Purse	Report only on this Purse
Cost Centre	Report only on this Cost Centre
User	Report only on this User
Only The First Report	Only the totals of the entire report
Excel	Generate this report in MS Excel

If you fill out nothing except the Report Period you will get all the possible data from that period.
You can filter your report by filling in the other fields like 'Device', 'Product Group', 'Purse', etc.
Click OK to get the Inepro report or Excel... to get a report generated in Excel.

You will only see the User field when you group on User (when the report name is : '...per User').

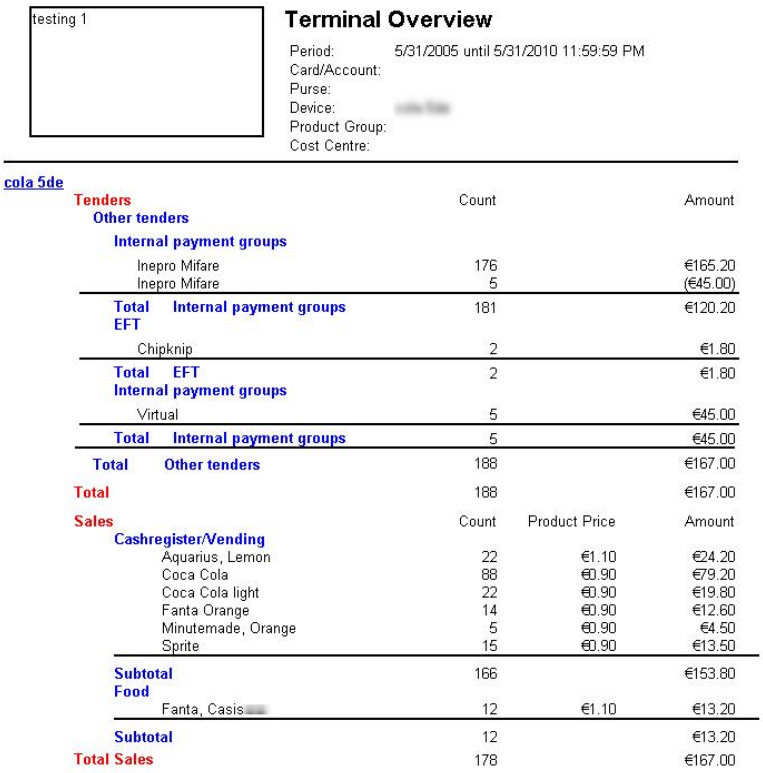
The reports in the Inepro Back Office Suite can be grouped in 5 categories: The name of each report will tell you how they are grouped.

PayCon Period Overview

You will only need this report when you are using the PayCon periods.

Note: You can only view the complete periods as defined by the PayCon, the date period selection in the report screen will show you all the PayCon periods that fall (even partly) in this period, and will show them completely.

Terminal Overview



testing 1

Terminal Overview

Period: 5/31/2005 until 5/31/2010 11:59:59 PM
Card/Account:
Purse:
Device:
Product Group:
Cost Centre:

cola 5de			
Tenders	Count		Amount
Other tenders			
Internal payment groups			
Inepro Mifare	176		€165.20
Inepro Mifare	5		(€45.00)
Total Internal payment groups	181		€120.20
EFT			
Chipknip	2		€1.80
Total EFT	2		€1.80
Internal payment groups			
Virtual	5		€45.00
Total Internal payment groups	5		€45.00
Total Other tenders	188		€167.00
Total	188		€167.00
Sales	Count	Product Price	Amount
Cashregister/Vending			
Aquarius, Lemon	22	€1.10	€24.20
Coca Cola	88	€0.90	€79.20
Coca Cola light	22	€0.90	€19.80
Fanta Orange	14	€0.90	€12.60
Minutemade, Orange	5	€0.90	€4.50
Sprite	15	€0.90	€13.50
Subtotal	166		€153.80
Food			
Fanta, Casis	12	€1.10	€13.20
Subtotal	12		€13.20
Total Sales	178		€167.00

Access Rules per Device

Access Rules per Device

Device Long Name: [redacted]
Device Short Name: [redacted]
Device Address:
Site: [redacted]
Description:
Access Zones:

[redacted]

User Groups:

Geen toegang
Denied Access for all stations
Volledige toegang
Full Access for all stations

Inepro 5/31/2010 8:51 AM Page 5 of 18

Access Granted per Device

Inepro B.V.
Noordeinde 72
2461 AH, Leimuiden

Granted Accesses per Device

Period: 11/1/2006 until 11/20/2006 11:59:59 PM

Device Long Name: Inepro Showroom toegangsdeur
Device Short Name: Inepro Showroom
Device Address: Inepro
Site: Inepro B.V.
Description:
Access Zones:

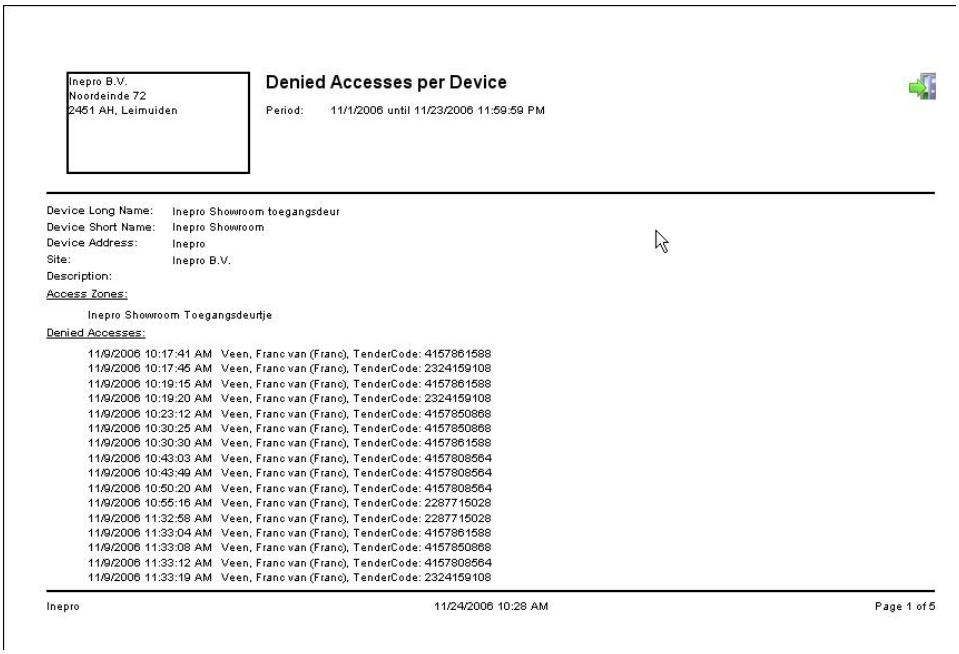
Inepro Showroom Toegangsdeurtje

Granted Accesses:

11/9/2006 10:11:53 AM Veen, Franc van (Franc), TenderCode: 4157861588
11/9/2006 10:14:55 AM Veen, Franc van (Franc), TenderCode: 4157861588
11/9/2006 10:19:52 AM Veen, Franc van (Franc), TenderCode: 2324159108
11/9/2006 10:19:59 AM Veen, Franc van (Franc), TenderCode: 4157861588
11/9/2006 10:43:11 AM Veen, Franc van (Franc), TenderCode: 2324159108
11/9/2006 10:43:34 AM Veen, Franc van (Franc), TenderCode: 4157850868
11/9/2006 10:50:26 AM Veen, Franc van (Franc), TenderCode: 2324159108
11/9/2006 10:50:58 AM Veen, Franc van (Franc), TenderCode: 4157808564
11/9/2006 10:51:39 AM Veen, Franc van (Franc), TenderCode: 2324159108
11/9/2006 10:51:52 AM Veen, Franc van (Franc), TenderCode: 4157850868
11/9/2006 10:55:52 AM Veen, Franc van (Franc), TenderCode: 4157850868
11/9/2006 10:55:58 AM Veen, Franc van (Franc), TenderCode: 4157808564
11/9/2006 10:56:02 AM Veen, Franc van (Franc), TenderCode: 2287715028
11/9/2006 11:31:46 AM Veen, Franc van (Franc), TenderCode: 4157861588
11/9/2006 4:52:04 PM Veen, Franc van (Franc), TenderCode: 2287715028
11/9/2006 4:54:28 PM Veen, Franc van (Franc), TenderCode: 2324159108

Inepro 11/24/2006 10:27 AM Page 1 of 3

Access Denied per Device



Inepro B.V.
Noordeinde 72
2451 AH, Leimuiden

Denied Accesses per Device

Period: 11/1/2006 until 11/23/2006 11:59:59 PM

Device Long Name: Inepro Showroom toegangsdeur
Device Short Name: Inepro Showroom
Device Address: Inepro
Site: Inepro B.V.
Description:
Access Zones:

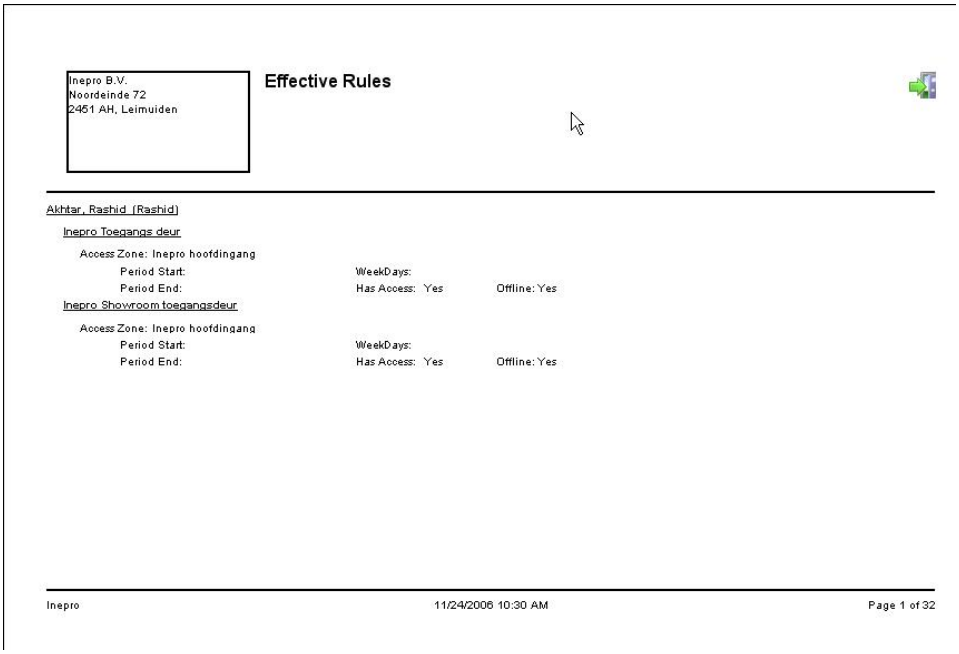
Inepro Showroom Toegangsdeurtje

Denied Accesses:

11/9/2006 10:17:41 AM Veen, Franc van (Franc), TenderCode: 4157861588
11/9/2006 10:17:45 AM Veen, Franc van (Franc), TenderCode: 2324159108
11/9/2006 10:19:15 AM Veen, Franc van (Franc), TenderCode: 4157861588
11/9/2006 10:19:20 AM Veen, Franc van (Franc), TenderCode: 2324159108
11/9/2006 10:23:12 AM Veen, Franc van (Franc), TenderCode: 4157850868
11/9/2006 10:30:25 AM Veen, Franc van (Franc), TenderCode: 4157850868
11/9/2006 10:30:30 AM Veen, Franc van (Franc), TenderCode: 4157861588
11/9/2006 10:43:03 AM Veen, Franc van (Franc), TenderCode: 4157808564
11/9/2006 10:43:49 AM Veen, Franc van (Franc), TenderCode: 4157808564
11/9/2006 10:50:20 AM Veen, Franc van (Franc), TenderCode: 4157808564
11/9/2006 10:55:16 AM Veen, Franc van (Franc), TenderCode: 2287715028
11/9/2006 11:32:58 AM Veen, Franc van (Franc), TenderCode: 2287715028
11/9/2006 11:33:04 AM Veen, Franc van (Franc), TenderCode: 4157861588
11/9/2006 11:33:08 AM Veen, Franc van (Franc), TenderCode: 4157850868
11/9/2006 11:33:12 AM Veen, Franc van (Franc), TenderCode: 4157808564
11/9/2006 11:33:19 AM Veen, Franc van (Franc), TenderCode: 2324159108

Inepro 11/24/2006 10:28 AM Page 1 of 5

Effective Rules



Inepro B.V.
Noordeinde 72
2451 AH, Leimuiden

Effective Rules

Akhtar, Rashid (Rashid)

Inepro Toegangs deur

Access Zone: Inepro hoofdingang
Period Start: WeekDays:
Period End: Has Access: Yes Offline: Yes

Inepro Showroom toegangsdeur

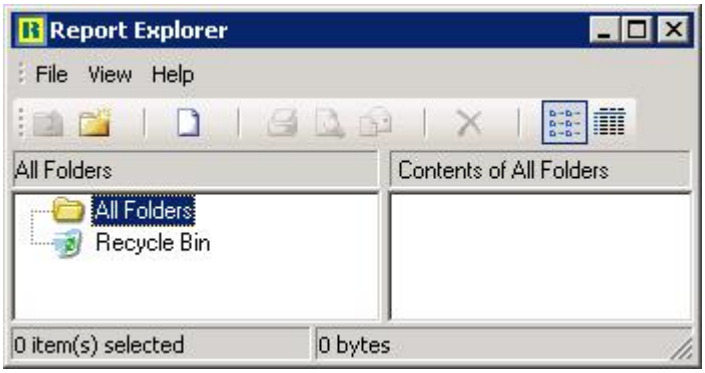
Access Zone: Inepro hoofdingang
Period Start: WeekDays:
Period End: Has Access: Yes Offline: Yes

Inepro 11/24/2006 10:30 AM Page 1 of 32

User Defined Reports

With the User Defined Reports module you can create your own customized reports. This is done with the report builder. The report builder is meant for people who are experienced computer users who have made reports digitally before.

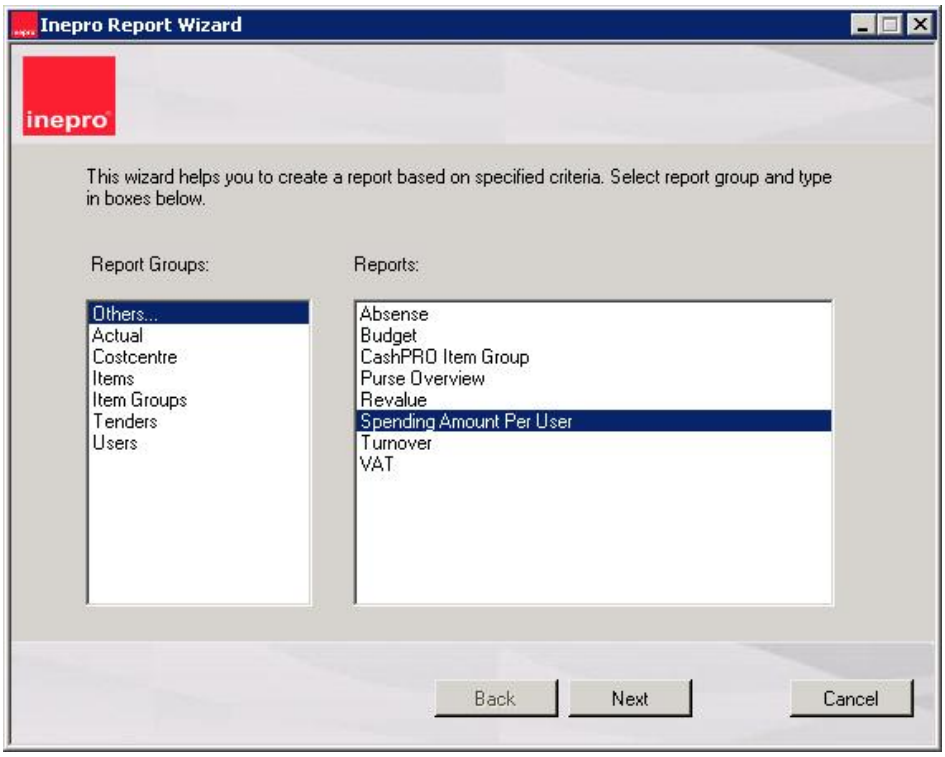
The Report Builder is provided 'As is', as a result no extra help is available in this document.



External Report Tool

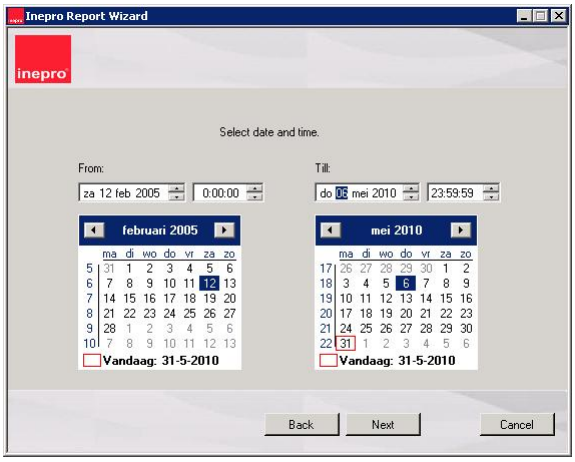
The external report Tool contains the bulk of reports available in the Inepro Back Office Manager.

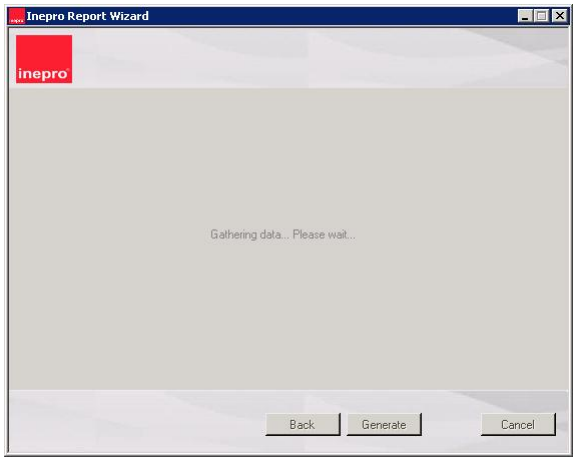
1. Start the external Report Tool in the Report menu.



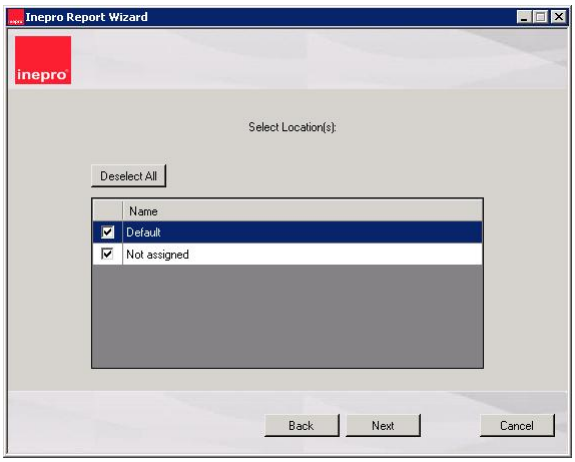
2. Select the report you would like the view or print. In the table below you will find a description of the different reports:

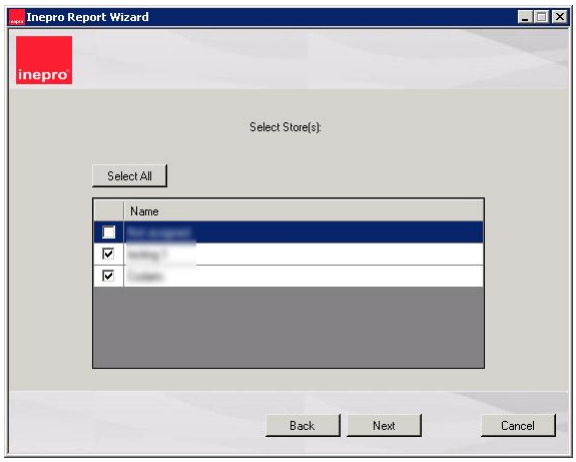
Report Group	Report / Report grouping	Description
Others	Absence	The report of absent users
	Budget	The budget report
	CashPRO Item Group	CashPRO products
	Purse Overview	Purse report
	Revalue	Overview of the revaluations
	Spending Amount Per User	How much a user has spend in this period
	Turnover	The turnover overview
	VAT	Overview of VAT's used
Actual	Open Card Balance	The open card balance
	User Location	The last known location of a specific User
Cost Centre	Cost Centre	Overview of all the cost centres
	Detail	Detailed Cost Centre report
	Per User	Cost Centre reports grouped by User
	Per User (details)	Detailed Cost Centre report grouped by User
	Transaction	Cost Centre report grouped by transaction
	Transaction (detailed)	Detailed Cost Centre report grouped by transaction
Items	DocuPRO Item Group	The Paper Price Report
	Items	Product Overview
	Per Cost Centre	Grouped by Cost Centre
	Per Item Group	Grouped by Item Group
	Per Station	Grouped by Device
	Per User	Grouped by User
Item Group	Per Tender Group	Overview of Product Groups grouped by Card / Account group
Tenders	Tender	Card / Account overview grouped by Card and grouped by Account
	Per Station	Card / Account overview grouped by Device
Users	Per Cost Centre (detailed)	User report grouped by Cost Centre



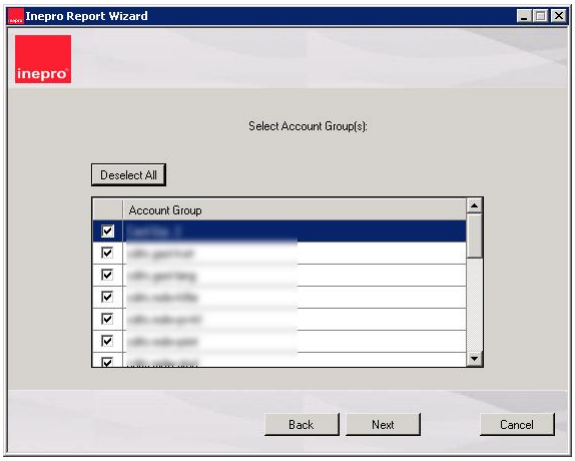


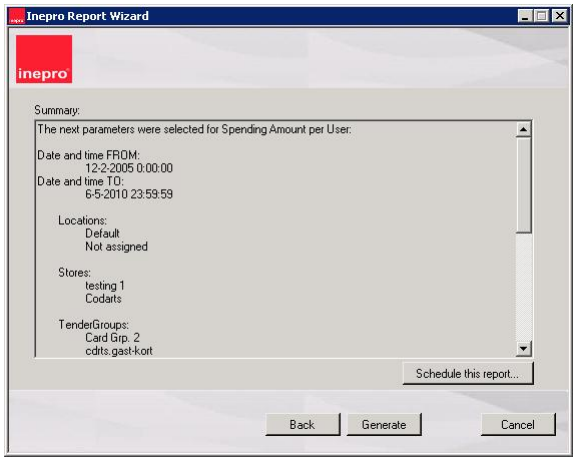
3. Select the period





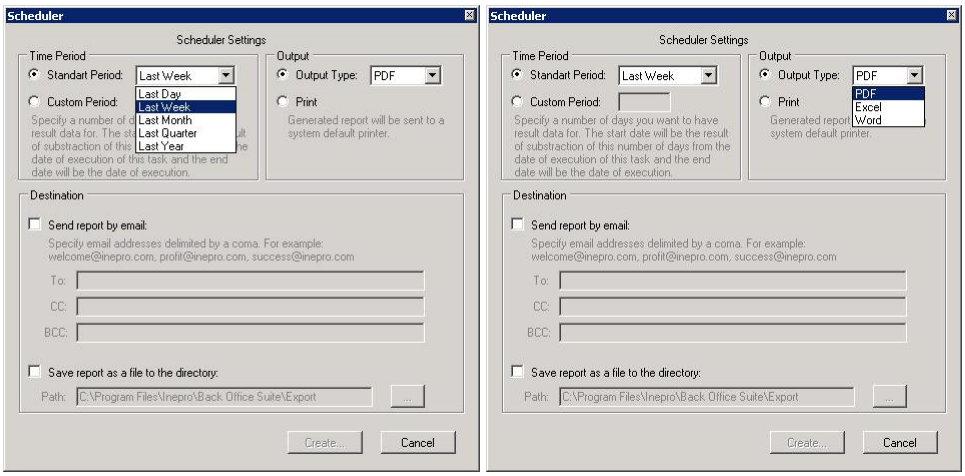
4. Select the location(s) and store(s)





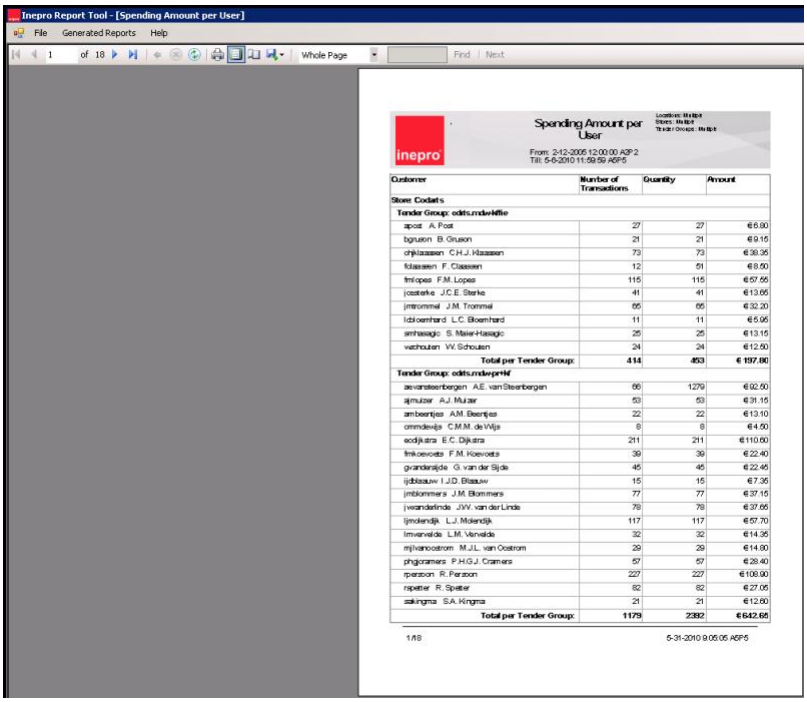
5. Select the Card / Account groups and review the summary, choose either 'Schedule this report' or 'Generate' to continue with the chosen action.

Scheduled Report



6. Set the period, output type and destination of the report.

Generate



7. The report will be generated and is ready to view or print.

Menu Tools

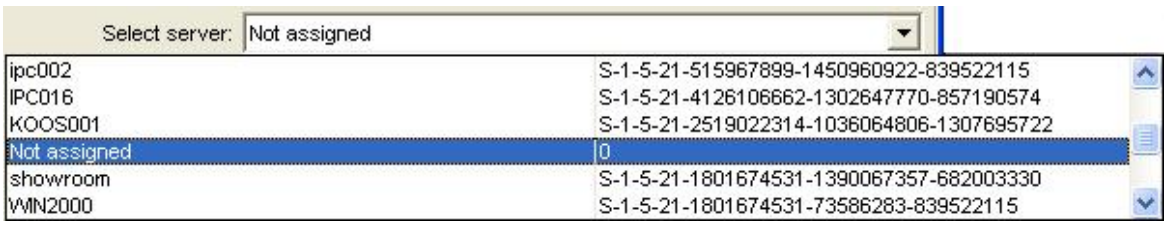
System Settings

The System Settings are a collection of local and global server settings for printers and database.

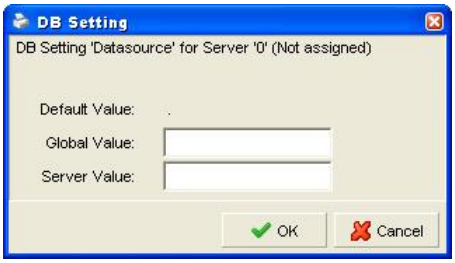
These settings should only be adjusting by the Administrator, Inepro employees or at the instruction of our support department or help desk.

They are divided in six parts:

AbsencePRO	**Page** 123
DocuPRO	**Page** 123
PayCon Server	**Page** 126
Inepro Back Office Manager	**Page** 127
Licence Server	**Page** 127
AccessPRO	**Page** 128



The first thing you should do if you want to change specific server settings, is set the server to the server on which you need to change these settings. If you want to change global settings, you do not need to pick a server.



Each of the setting can be set to a Global Value for all the servers on the network or to the server value, which is the selected server.

AbsencePRO

AbsencePRO is the software component of the Inepro Back Office Suite which handles the data entered when a user registers his or herself as being 'too late'. Often this data is also needed by a third-party software suite. The database connection setting for such a suite can be set here. The data that is first send to the Inepro Back Office Suite will then also be send to the third-party suite.

Name	Setting Type	Default Value	Global Value	Server Value	Unit
Catalog	Text	ATVO			
Datasource	Text	.			
Password	Encrypted Text	********			
Username	Text	Username			

Catalog	Third party database name
Data Source	Third party database server address
Password	Third party database password
Username	Third party database username

DocuPRO

DocuPRO is the name of the software module that Inepro invented for managing all things related to documents and printing in a business environment.
The settings:

Name	Setting Type	Default Value	Global Value	Server Value	Unit
Allow release via Inepro Client	Boolean	True			
Auto detect print server gateways	Boolean	False			
Auto link cards	Boolean	False			
Daily Purge	Boolean	False	True		
Daily Purge Hour	Time	3:00:00 AM	6:00:00 AM		
Hide jobname in printqueue	Boolean	True			
Inepro Client Logo	Image		Image		
JobCode Digits	Integer	3			Digits
Jobscanner debug level	Integer	0			
Jobscanner Level	Integer	Level 2, fallback to I			
Override loginname with clientname	Integer	Override always			
Print job forwarding	Boolean	True			
Printjob Time To Live	Integer	0			Hours
Use Inepro Print Service	Boolean	False			

Allow release via Inepro Client	Allows the release of Inepro Print Jobs via the Inepro Client.
Auto detect print server gateways	Detect the printer gateways
Auto link cards	Let the User link a tag or card via the Inepro Client to his or her Account or Username
Daily Purge	Do you want the print jobs to be purged daily?
Daily Purge Hour	The time the jobs are purged.
Hide job name in print queue	Will the name of the job be visible in the Windows print queue or should we hide by renaming all the documents 'DocuPRO Document'.
Inepro Client Logo	The image can be as large if you want it to be, but we recommend a 200x200 resolution to keep the Client pop-up a modest size. Restart the DocuPRO service afterwards.
Job Code Digits	The number of digits a job code will have.
Job scanner debug level	The error report level 0=low detail, 2 high detail
Job scanner level	Use Inepro Job scanner or Fall back job scanner?

Override login name with client name	If the name in the print queue is different from the one in the Inepro Client, overwrite the print queue name with the Inepro Client name.
Print job forwarding	Will Print Jobs in a Printer Pool be forwarded to another printer in that pool or not?
Print job Time To Live	How long will a print job exist (hours)?
Use Inepro Print Service	Use the Inepro Print Service to handle your print jobs.

Allow release via Inepro Client
If this is set to true you are able to release jobs from the Inepro client.

Auto detect print server gateways
This option is used to guide the popup to the right client. In use with Novell it will send the popup to the client our suite uses in stead of the Novell client. This can also be done for Macintosh, Linux, etc.
Normally you will not have to use this option.

Auto link cards
When you want to give your Users new card that have not been linked to the database, you can use this option to let the User link his or her own card. To do this he has to print a document and will then get a Job Code because he has no tags or card linked to the database, when he then presents his card or tag at the PayCon an enters his Job Code the PayCon will ask him if IBOS should connect that tag or card with his Inepro Username. If the User confirms this, the tag or card is now linked with the Inepro database and the next time the User doesn't have to enter a Job Code but can just use his card, like all the other Users.

Daily Purge
If you do not want print jobs from yesterday or older in your print queue, you can opt for using the 'Daily Purge' option. The 'Daily Purge' option will delete all the content of all the print queues that are monitored by DocuPRO on a specific time (by default 03:00).

Daily Purge Hour
The specific hour on which the 'Daily purse' option will delte the DocuPRO monitored print queues.

Hide print job in print queue
Print job will be 'hidden', that is to say, they will all get the name 'DocuPRO Document'. This is done so that colleagues or students are not able to see what you are printing even if they can see the print queue. If you do not want this enabled, set it to 'false' here.

Inepro Client Logo
You can set your own customized logo aside to the Inepro logo in the Inepro Client. This image will not be resized, but shown 1:1 in the Inepro Client. So if you make the image very large, the Inepro Client window will be bigger then the screen. We recommend a resolution of approximately 200x200.

Job Code Digits
When a site has many users (700) on a limited number of printers (40), the standard three digits for a Job Code might not be enough. You can serve 1000 numbers (0-999) and if this number is exceeded things will go wrong. On the others hand, if you have a limited number of users (10) and enough printers (7) you can use a Job Code of two digits, a range of numbers much easier to remember (you could probably even use one digit, but this is not advisable...) So choose the number of digits carefully.

Job scanner Debug level
The debug level will decide to which level events will be logged, this is usually only used in debug sessions. Debug level 0 will report as little as needed, while report level 2 will report everything that can be reported.

Job scanner level

Level 2, fall back to level 1	Inepro job scanner, fall back to simple scanner
Level 2 only	Inepro job scanner only, no fall back
Level 1, fall back to level 2	Simple scanner, fall back to Inepro job scanner
Level 2, fall back to level 1 with alert	Inepro job scanner, fall back to simple + e-mail

When you select 'Level 2, fall back to level 1 with alert' the Inepro scanner will fall back to the simple scanner and send an e-mail to the administrator warning him that the Inepro job scanner is no longer used and the software had to fall back to the simple scanner. The email address that was filled out at the installation of DocuPRO server is used.

Override login name with client name
When a job is printed on some networks the wrong name is given to the print job (mostly Administrator or Guest) to solve this the queue name can be overwritten with the Windows login name, which should be linked to the Inepro Back Office Suit database. In this way the system knows which job belongs to whom and the jobs can be calculated correctly.

Print Job Forwarding
When a Print Job is in a Printer Pool and the printer cannot print the job you can send it to another printer without reordering the job. To do this Print Job forwarding must be set to true.

Print Job Time To Live
You can decide how long a print job will be able to exist (in hours).

Use Inepro Print Service
Use the Inepro Print Service to handle your print jobs.

Printer Ignore List

Name	Setting Type	Default Value	Global Value	Server Value	Unit
Monitors	Text	ADOBEPDF.DLL,PC(			
Ports	Text	FILE:			
Processors	Text	ModiPrint			

Monitors	Block list of DLL's that are used by the printer driver

Ports	Block list of printer ports like LPT1, COM3, FILE, IP_10.0.0.1, TS022
Processors	Specify the Print Processor

Processor
The Print processor is part of the print system of Windows, with the Modiprint option no spool file will be created, the data will be send to a file, this can not be monitored by DocuPRO. That is why it is in the ignore list by default.

PayCon Server

PayCon server is the server component that controls and handles all the traffic to and from the Terminals.

Name	Setting Type	Default Value	Global Value	Server Value	Unit
Auto create online accounts	Boolean	False			
Confirm costcenter selection	Boolean	True			
Create new cards	Integer	Create new card, and send an alert			
Store PayCon2 transaction XML	Boolean	False	True		
Store succeeded transactions	Boolean	False			
Subscription Printer	Text	CX-one			
Update unassigned paycons	Boolean	True			

Auto Create online Accounts	Whenever an unknown tag is read in our system a new account will be created and the tag will be linked to this account.
Confirm Cost Centre Selection	Confirm the Cost Centre Selection in the PayCon. The Cost Centre is shown confimation will be asked.
Create new cards	Create a new card, silently, sent alert or send alert and block card
Store PayCon2 transaction XML	Store the XML transaction from the PayCon
Store succeeded transactions	Store also the XML of the successful translated and stored transactions
Subscription Printer	Fill in the name of your subscription printer, at this moment the CX-one (default value) is the only printer supported.
Update unassigned PayCon's	Update the price mutations, Red list etcetera to all the PayCon's, also the ones that are not linked to a device.

Auto Create online Accounts
Whenever an unknown tag is read in our system a new account will be created and the tag will be linked to this account. In this way someone could use his bankcard or any other tag that can be read, to load money and use that money in our system.

Confirm Cost Centre Selection
Confirm the Cost Centre Selection in the PayCon. The Cost Centre is shown confimation will be asked.

Create new cards
When a card is used that is known to the PayCon but not in the Inepro Back Office Suite you can select a reaction from the PayCon server, it can do nothing thus the card is created silently, it can send the administrator an alert (to the email address entered at the install of the PayCon server). Or if you don't want the cards to be used directly after they are created, it can block the card for all Terminals that use the Inepro Back Office Suite by adding it to the 'Red list' and send you an alert.

When the 'Red list' is modified the administrator should use the Update Terminals option in the Tools menu.

The PayCon transmits his transaction log in the XML format. Because of the limited memory available to the PayCon it, all they fields are numeric values or ID-tags. The PayCon server will then translate those fields into more readable data by cross referencing with the database. After the XML file is 'translated' it is send to the database and the information is stored. Only then the XML file will be deleted. If for some reason the data is corrupt, the corrupted XML will be stored.

Store PayCon2 transaction XML
If you set this value to true, the raw XML data from the PayCon will be stored.

Store succeeded transactions
If you set this value then in stead of only the corrupted 'translated' XML files, all 'translated' XML files will be stored.

Subscription Printer
Fill in the name of your subscription printer, at this moment the CX-one (default value) is the only printer supported.

Update unassigned PayCon's
Also update the PayCon's that are unassigned in the terminal menu.

Inepro Back Office Manager

Name	Setting Type	Default Value	Global Value	Server Value	Unit
Customer photo base path	Text				

Customer photo base path	The directory path with the User photo's.

Customer photo path
When importing User data from a *.csv file you can also import photo's. A photo import needs the complete name of a file (path + filename). If this path is often the same you can set the path here and you will only need to fill in the filename in the *.csv file.

IneproLicence Server

Name	Setting Type	Default Value	Global Value	Server Value	Unit
License Server Address	Text				

Licence Server Address	The Licence server needs to run somewhere in the network, it can be installed separately. This value tell the database where the licence server is running.

Licence Server Address

The licence server is a mandatory component that can be installed separately, when you do you may not run the database wizard. Enter the Licence server address in this field in one of the managers.

AccessPRO

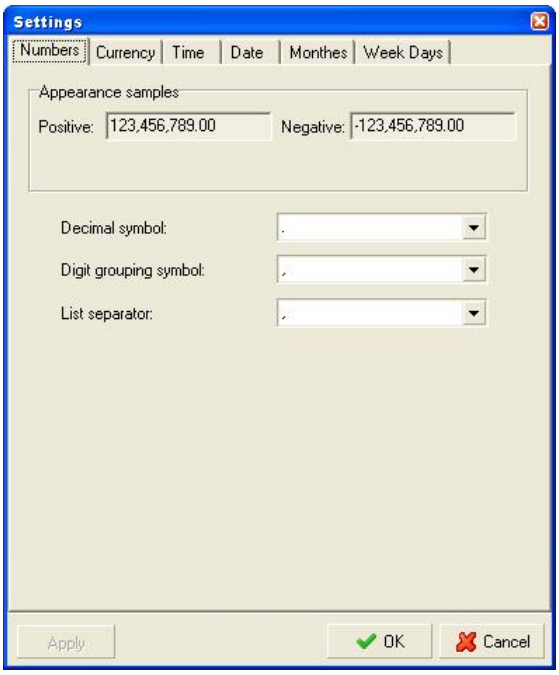
Name	Setting Type	Default Value	Global Value	Server Value	Unit
Antipassback enabled	Boolean	False			
Dashboard enabled	Boolean	False			
Dashboard IP address	Text	127.0.0.1			
Dashboard TCP port	Integer	10037			
Exit always possible	Boolean	True			

Anti-passback enabled	Prevent users to give their pass to someone without Access Rights, set it to true or false, the default is false.
Dashboard IP Address	The IP address of the AccessPRO Dashboard application.
Dashboard TCP port	The TCP port that the AccessPRO Dashboard application uses.
Exit Always Possible	It is always possible to exit the building, no matter what your rights are at that moment. Set to true or to false, the default value is true.

Anti-passback enabled
The Anti-passback prevents Users to give their pass to someone outside the building that does not have the right to access the building. When a User has been trough an AccessPRO portal he or she can not go trough it again (or give your pass to someone else who will try to get in after the User).

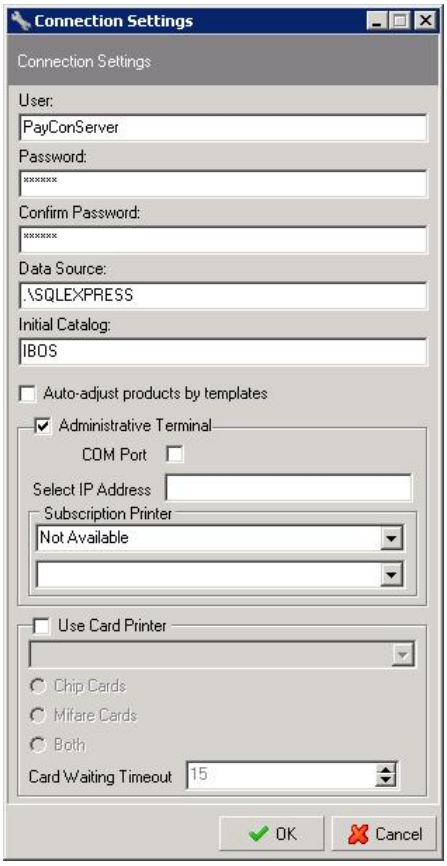
Exit always possible
For safety, you should always be able to leave a building, this setting ensures that you will always can walk outside.

Regional Settings



Customize the settings to match those of your region. We made sure that all region sensitive settings can be adjusted in our software suite by adding this menu. All you have to do is configure the settings.

Connection Settings



User	Login name for the SQL Enterprise Manager Database, by default 'PayCon Server'
Password	Password for the SQL Enterprise Manager Database, the default value is correct and will not be unveiled in this manual
Confirm Password	Confirm password
Data Source	The address of the server SQL Enterprise Manager Database is running on
Initial Catalog	The database name, by default 'IBOS'
Auto-Adjust products by templates	Apply every template change directly, when the terminals update command is executed without extra 'Apply Product Template' confirmation.
Administrative PayCon	Check only if you have a PayCon connected, when you use a card printer, you will always need an administrative PayCon.
COM port	Toggle COM-port or LAN connection
Serial Port / IP-address	The COM-port or IP-address
Subscription Printer Availability	Can be set to 'Not Available', Available and 'Ask before Print'
Select Subscription Printer	Select the Subscription printer from the list of installed printers.
Use Card Printer	Use a Card Printer that can write information to the cards it prints
Select the card type	Chip, Proximity (Mifare) or both

Account/Card Settings

In this screen you can choose if you will be using Cards, Accounts or both. Cards will give you the possibility to manage, record and report all the Card transactions. For Accounts you can do the same, only then all the user transactions will be done with computers, no card are being used. And finally if you want to use both you can choose the first option. When you choose on option in stead of both the other will vanish from the menu. For example if I choose Cards, The Accounts icon in the menu's would disappear.

Read more about Stored Value Card and Stored Value Server environments in the chapter:
Environment on page: 184

Interface Settings

You can change the main and the small headers

To change the font press this button.
To change the text colour press this button.

To confirm the changes press 'OK', to discard press 'Cancel'.

To go back to the original or default setting press 'Restore default Settings'.

Wizard

You have started the wizard, that will enable you to set or alter the basic configuration of your DocuPRO software.

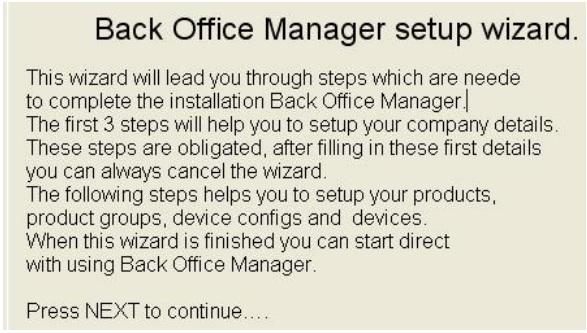
Follow these step to configure Inepro Back Office Suite :

1. **Welcome Screen** **Page** 132
2. **Organisation** **Page** 133
3. **Location** **Page** 133
4. **Site** **Page** 133
5. **Authentication** **Page** 134
6. **Administrative PayCon** **Page** 134
7. **Product Groups** **Page** 135
8. **Products** **Page** 135

9. Product Templates Page 136
10. Printer Pools Page 136
11. Devices Page 140

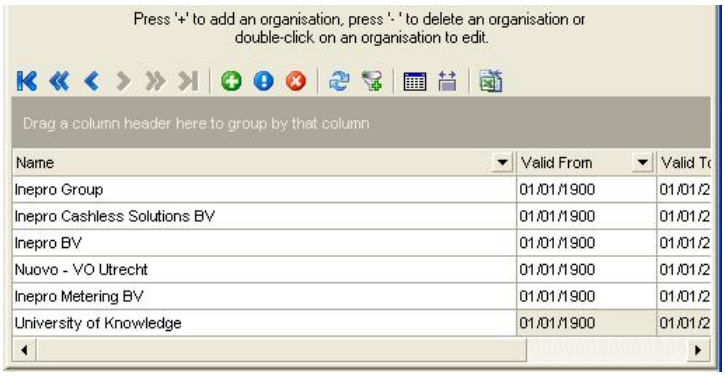
The welcome screen

First you'll see the welcome screen which will give you some idea on what stages to expect during the setup wizard.


Back Office Manager setup wizard.
This wizard will lead you through steps which are neede
to complete the installation Back Office Manager.
The first 3 steps will help you to setup your company details.
These steps are obligated, after filling in these first details
you can always cancel the wizard.
The following steps helps you to setup your products,
product groups, device configs and devices.
When this wizard is finished you can start direct
with using Back Office Manager.
Press NEXT to continue....

Add your first Organisation

Organisation is the top group of the hierarchal structure of an organisation such as a national department (like Inepro Holland, MacDonald's Holland or Microsoft Holland). It is the top level group you can group by in your reports. An Organisation can have one or more Locations, which in turn can have Sites.


Press '+' to add an organisation, press '-' to delete an organisation or
double-click on an organisation to edit.
Drag a column header here to group by that column
Name
Valid From
Valid To
Inepro Group 01/01/1900 01/01/2
Inepro Cashless Solutions BV 01/01/1900 01/01/2
Inepro BV 01/01/1900 01/01/2
Nuovo - VO Utrecht 01/01/1900 01/01/2
Inepro Metering BV 01/01/1900 01/01/2
University of Knowledge 01/01/1900 01/01/2

Fill out the name of your Organisation.

Add your first Location

Location is the middle group of the hierarchal structure of an organisation, and it can be part of an Organisation and can have one or more sites.

Fill out the name of your Location.

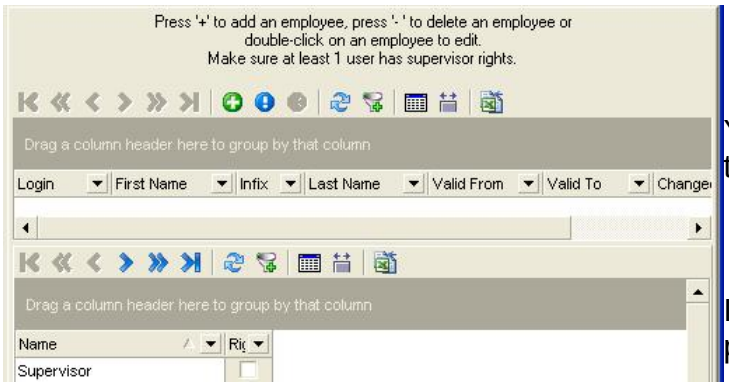
Add your first Site

Site is the place where a device, user or Terminal is physically located. It is the smallest group of the hierarchal structure of an organisation and it is mandatory.

Fill out the Site data.
One Site must be set as the 'main' or 'activated Site. If you have not yet set a site to 'active', you can do so by clicking the Set My Site button.
Only if a Site has been set to 'active' you can continue the wizard and the Next >> button will be enabled.

Authorization

When no authentication data is entered everybody can start the Back Office Manager and has access to all functionalities offered by your version of the Inepro Back Office Suite.

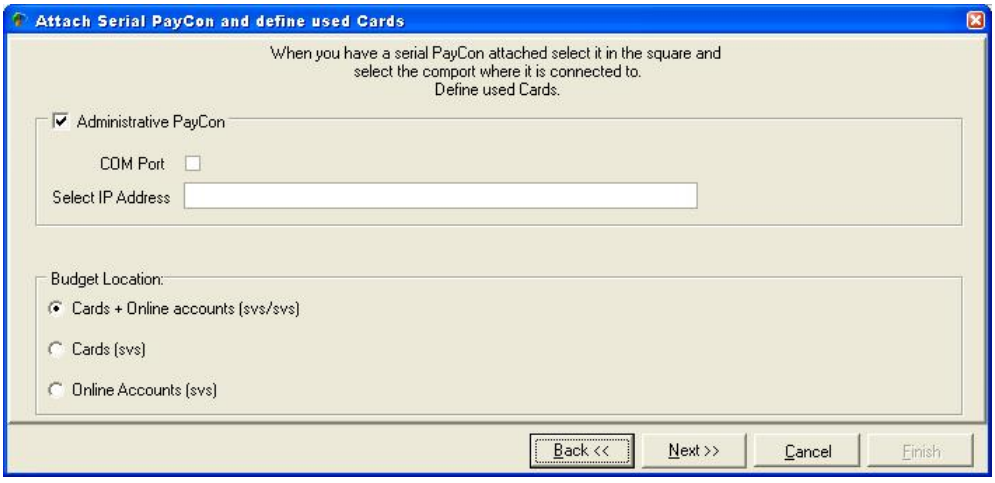

Press '+' to add an employee, press '-' to delete an employee or
double-click on an employee to edit.
Make sure at least 1 user has supervisor rights.
Drag a column header here to group by that column
Login
First Name
Infix
Last Name
Valid From
Valid To
Drag a column header here to group by that column
Name
Supervisor

You can grant or limit access to employees

If you don't need to you can press [Next].

Administrative PayCon for Card Management

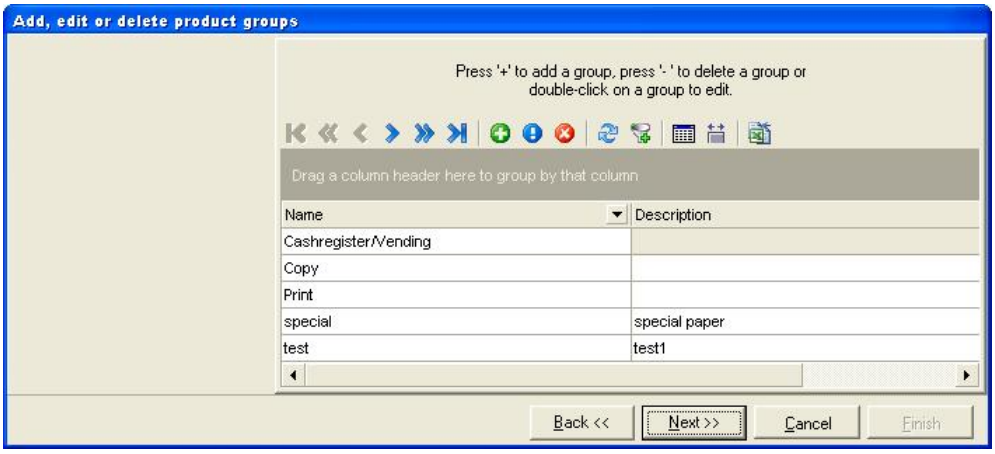
When you connect a PayCon to the serial port of your computer running Back Office Manager or to the network connected to that computer a large number of card management features are provided. Should you have a PayCon connected, check the [Administrative PayCon] check box and select either the serial port it uses or it's IP-address. When you use a serial port you should check the 'Use COM port' box.



At Budget Location you can choose between Cards, Online Account or Both. If you choose to use one the other option will disappear from the menu.
Read more about Budget Locations in the chapter:
Account / Card Settings on page: 130

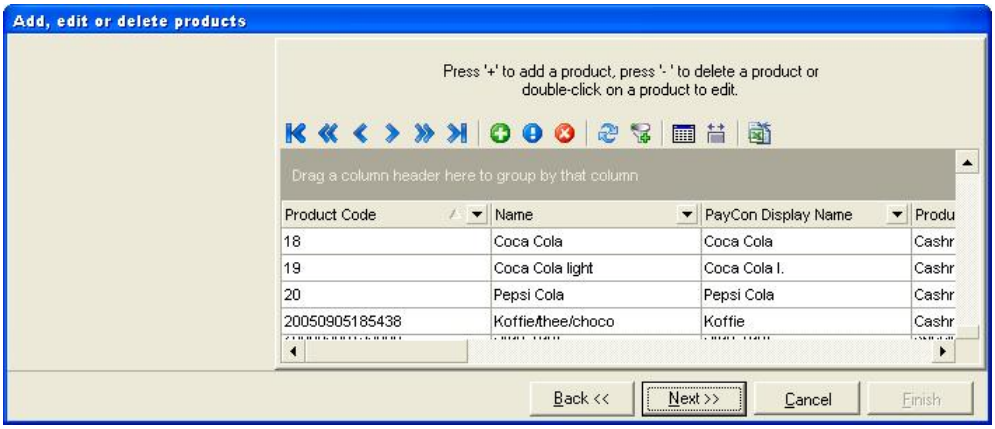
Product groups

You can use Product groups to manage your Products and Paper Prices easier. By default a small number of product groups are provided. You can add, delete or modify the product groups now or later.



Products and Paper Prices

Your Inepro Back Office Suite comes with a number of pre-defined Products and Paper Prices. You can add, delete or modify these prices and products now or later. Keep in mind that this is a good moment to set the prices of your basic products.

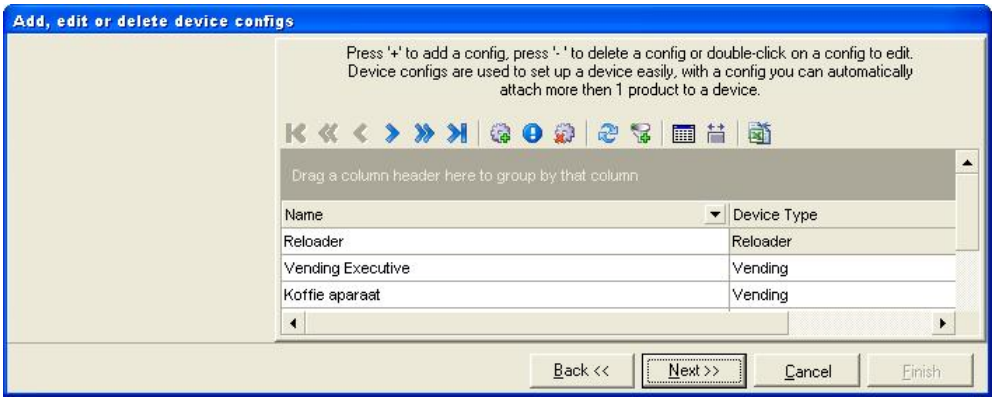


Read more about products in the chapter:
products on page: 55

Read more about Paper Prices in the chapter:
Paper Prices on page: 54

Standard Product Templates

Product Templates are templates of Products or Paper Prices for a specific device. Thanks to these Product Templates you can assign the same configuration to a large number of devices.
It is of course possible to add, delete, or modify these templates.


Add, edit or delete device configs
Press '+' to add a config, press '-' to delete a config or double-click on a config to edit.
Device configs are used to set up a device easily, with a config you can automatically attach more then 1 product to a device.
Drag a column header here to group by that column
Name
Device Type
Reloader
Reloader
Vending Executive
Vending
Koffie aparaat
Vending
Back <<
Next >>
Cancel
Finish

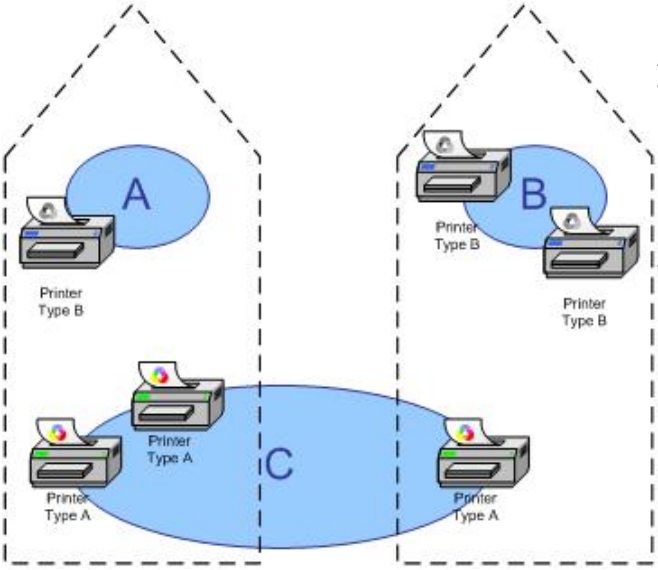
Printer pools

A Printer Pool within the Inepro Back Office Suite is a collection of printers that can use follow-me. That is if one printer in the pool is busy, broken or for any other reason not your first choice to print at, your job can be collected by another printer in that pool.

While a printer pool can exist over more than one server on multiple sites, the follow-me functionality cannot. So you can only print out your job at the printers in the printer pool at the local print server.

The printers in the pool are ideally all the same brand and type. But this is not required. It is best to use at least printers of the same brand with the same support for Postscript and / or PCL.

In order to manage the follow-me functionality you can organize your printers / Multi Functional Devices (MFD's) in follow-me or printer pools. These pools can be freely defined, for example:



Printer pool A:
A black & white printer without follow-me possibilities

Printer pool B:
2 black & white printers with follow-me enabled

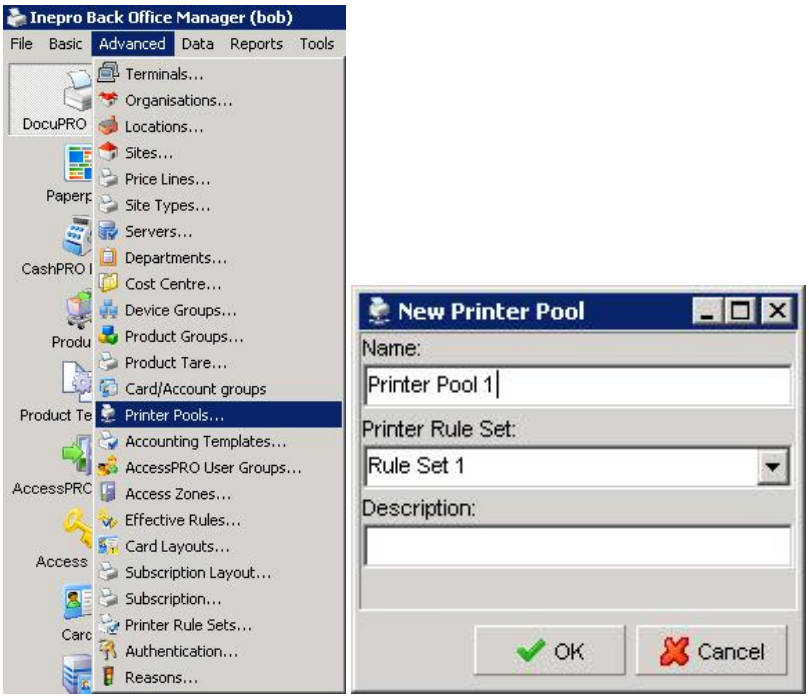
Printer pool C:
3 colour printers with follow-me enabled

So a user printing to Printer Pool 'C' on the server on the site on the left side will only be able to print on the two printers in the pool on the left side. And a user printing to Printer Pool 'C' on the server on the site on the right side will only be able to print on the only printer available on the right side and will have no follow-me functionality.

The Printer Pool properties:

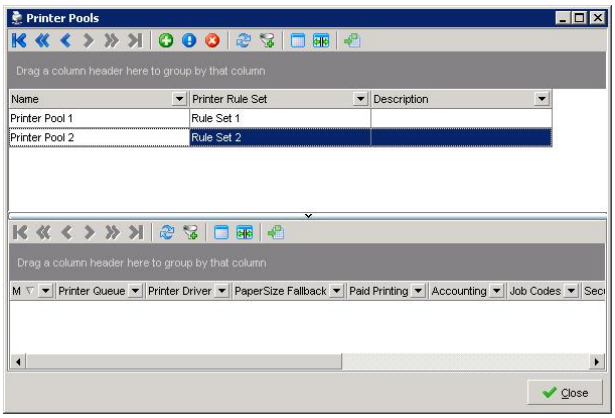
Name	The name of the printer pool
Printer Rule Set	The set of printer rules linked to this pool
Description	A longer description of the Printer Pool

Printer Rule Sets

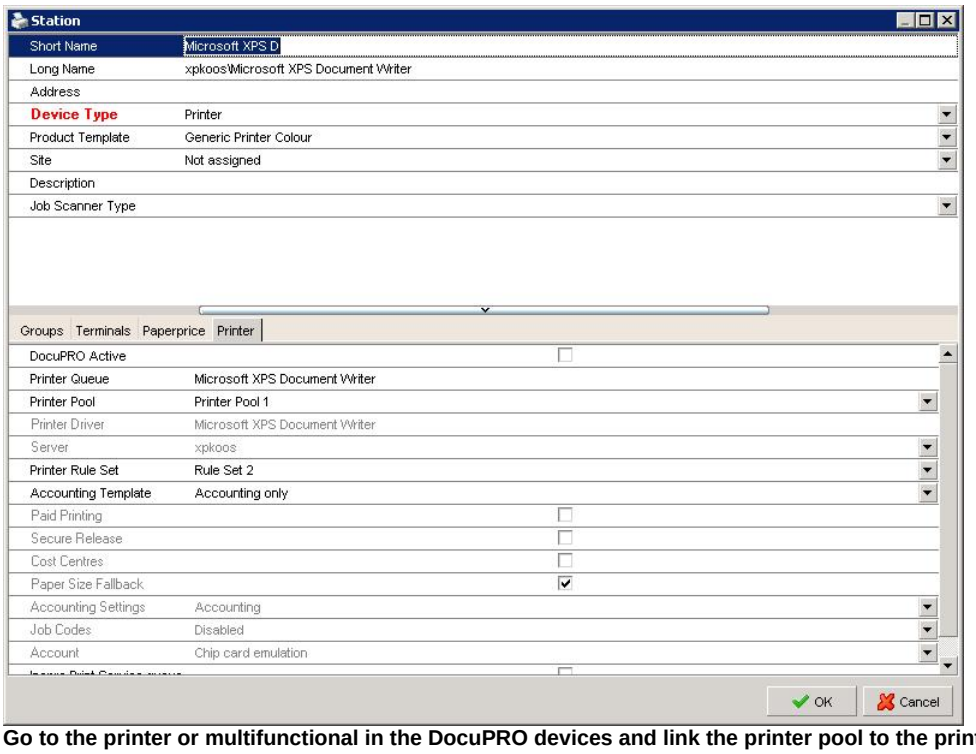


If you have created a Printer Rule Set you can add that set here to apply to all the printers in the pool.

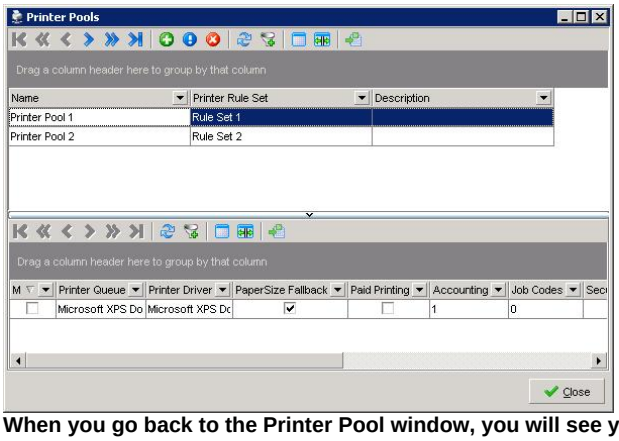
Link the Printer to a Printer Pool



The area below will show all the devices in the printer pool.



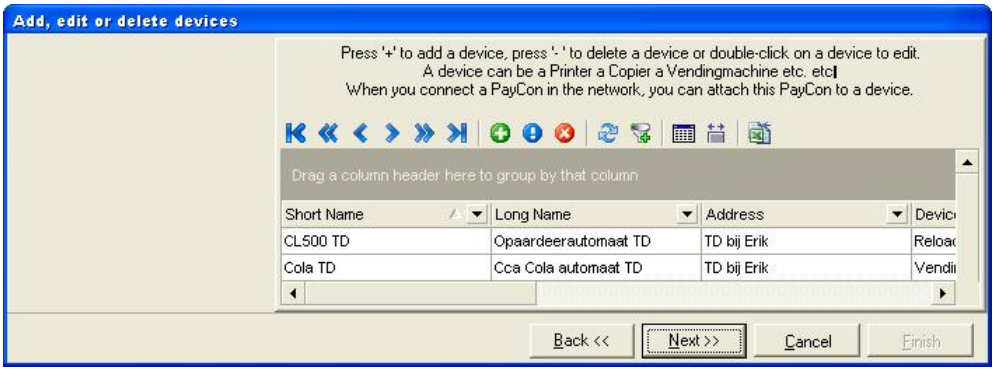
Go to the printer or multifunctional in the DocuPRO devices and link the printer pool to the printer. You may also add an additional Printer Rule set.



When you go back to the Printer Pool window, you will see your printer in the area below.

Setting up your devices

When you have installed the DocuPRO Server you will see that all local printers are already added to the database. All other devices need to be added manually.


Add, edit or delete devices
Press '+' to add a device, press '-' to delete a device or double-click on a device to edit.
A device can be a Printer a Copier a Vendingmachine etc. etc!
When you connect a PayCon in the network, you can attach this PayCon to a device.
Drag a column header here to group by that column
Short Name
Long Name
Address
CL500 TD
Opaardeerautomaat TD
TD bij Erik
Cola TD
Cca Cola automaat TD
TD bij Erik
Back <<
Next >>
Cancel
Finish

Read USB Sticks

When you are using terminals in the system, that use an USB stick in stead of a network solution to transfer the transactions, you will need to copy those transaction to the database. You can do this in the PayCon server service, but you can also use this option in the Inepro Back Office Manager.

1. Plug in the USB stick that has been prepared for use in a Terminal.
2. Wait until the data has been copied.
3. Remove the USB Stick.
4. Go to the Inepro Back Office Suite system.
5. Click the option 'Read USB Stick' in the Tool menu.
6. Wait until the data has been copied.
7. Use the 'Safely remove the USB stick' option in Windows.
8. Unplug the USB stick.
9. Go Back to the terminal.
10. Plug in the USB stick that has been prepared for use in a Terminal.
11. Wait until the data has been copied.
12. Remove the USB Stick.

It is important to follow this complete routine, so start with the Terminal and end with the terminal. In this way both the server and the terminal will be updated to the latest status.

It also important to use one USB stick per Terminal.

Restart Services

When you click this item the local Inepro Back Office Suite services will be restarted.

If you get an error message restarting the services on your machine(s), it could be that you do not have the right to restart services (remotely) in your network. Please check this with your network administrator or if you are able check the settings yourself.

Update Existing Terminals

All Terminals connected will acquire the new information from the database. For example Products or a Card Status update like when a Card is blocked.

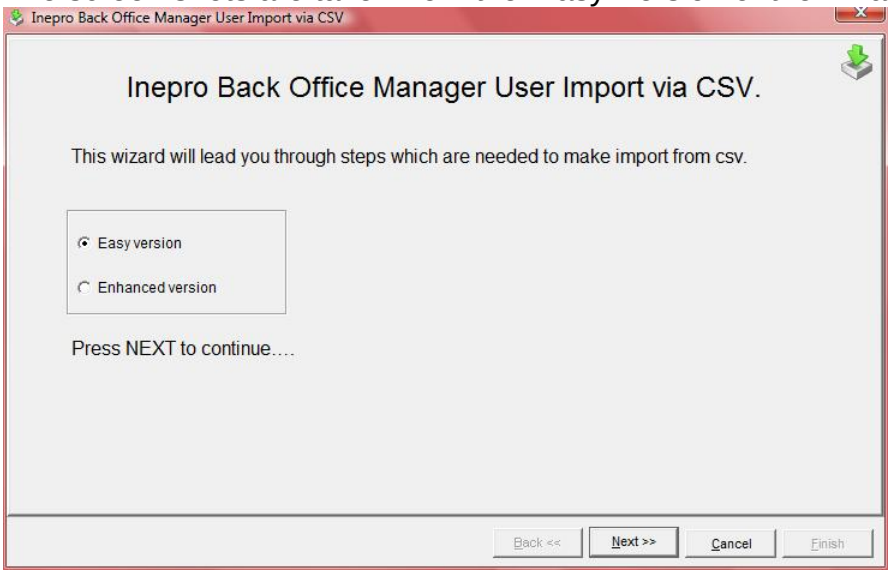
Import from CSV

Import a CSV file to feed a table (or multiple) within the Inepro Back Office Suite database.

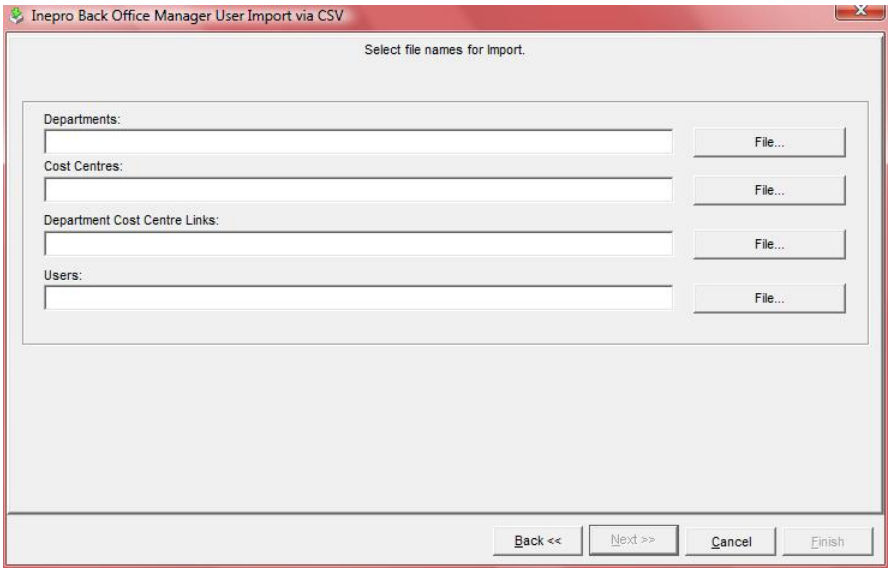
So one of these options in the Tools menu:
- Import Devices and related details via CSV...
- Import Products and related details via CSV...
- Import Users and related details via CSV...

Import Steps

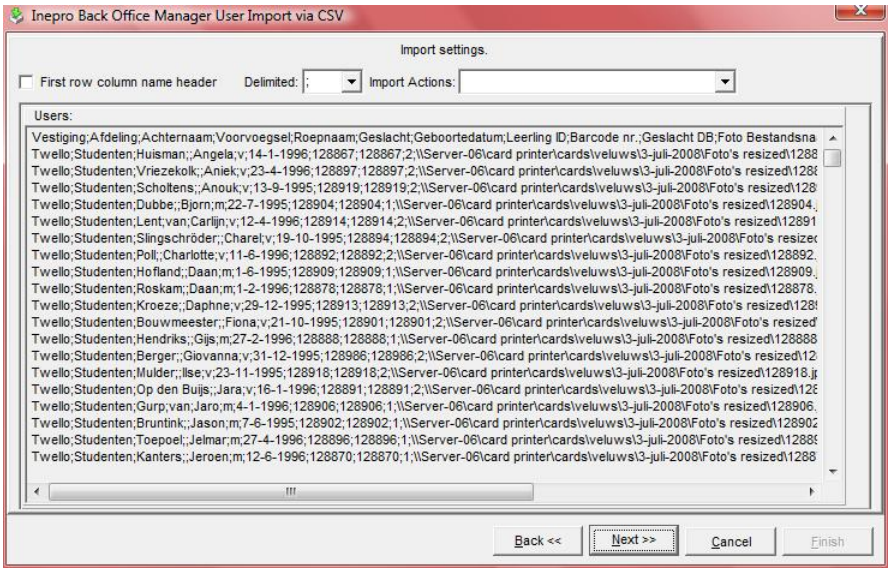
The screen shots are taken from the 'Easy' version of the wizard.


Inepro Back Office Manager User Import via CSV
Inepro Back Office Manager User Import via CSV.
This wizard will lead you through steps which are needed to make import from csv.
Easy version
Enhanced version
Press NEXT to continue....
Back <<
Next >>
Cancel
Finish

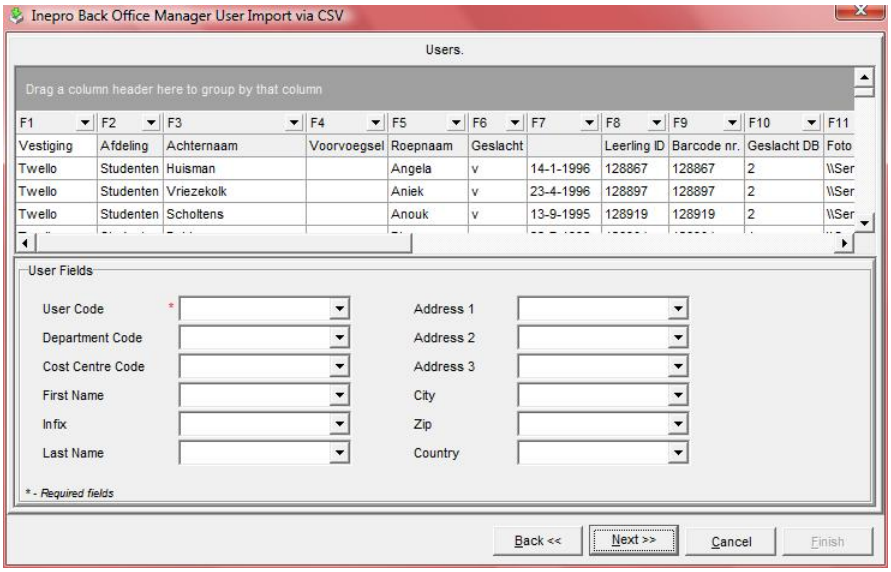
When you start the CSV wizard to import data tables from a Comma Separated Values files, you have the choice between 'Easy' and 'Enhanced'.
Unless you have very specific wishes on how the data is stored (kind of type and the format) and you are instructed to choose 'enhanced' by our support team, you can always choose 'Easy'. Click Next >>.



Connect the *.csv files to the tables in the Inepro database by clicking the "File" button next to the table that you need to fill and selecting a *.csv file.

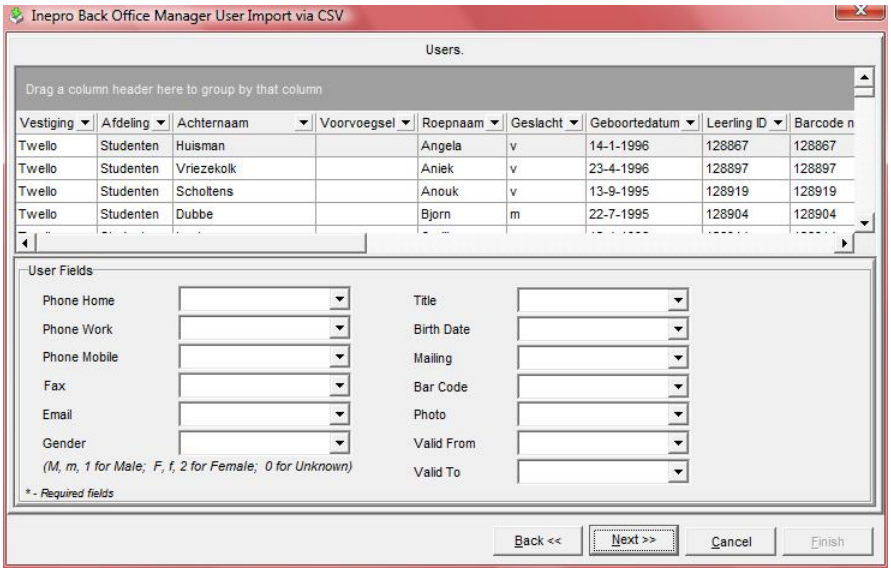


This is the Import Settings screen where you will set the properties of your *.csv files.
Check the 'First row column name header' if the first line in the *.csv file hold the field names or headers of the data.
Set the character used as delimiter in the Delimited field. This is the character at the end of a value in the *.csv file. It is usually a ';' or a ','.
In the 'Import Actions' field you choose what to do with the imported information, 'Insert', 'Update' or 'Delete'.
Click .


Inepro Back Office Manager User Import via CSV
Users.
Drag a column header here to group by that column
F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11
Vestiging Afdeling Achternaam Voorvoegsel Roepnaam Geslacht Leerling ID Barcode nr. Geslacht DB Foto
Twello Studenten Huisman Angela v 14-1-1996 128867 128867 2 \\Ser
Twello Studenten Vriezekolk Aniek v 23-4-1996 128897 128897 2 \\Ser
Twello Studenten Scholtens Anouk v 13-9-1995 128919 128919 2 \\Ser
User Fields
User Code
Department Code
Cost Centre Code
First Name
Infix
Last Name
Address 1
Address 2
Address 3
City
Zip
Country
* - Required fields
Back <<
Next >>
Cancel
Finish

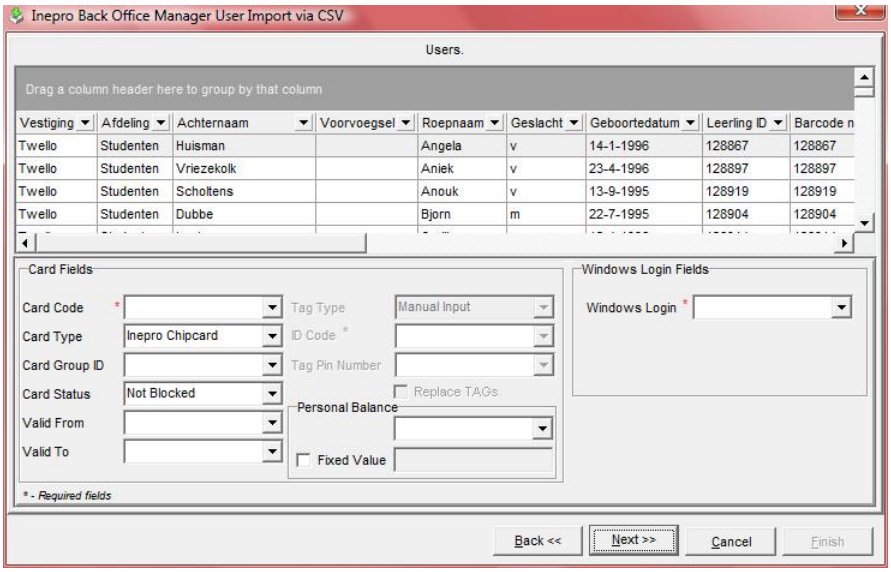
For each table you are updating you will get a screen like this.
You must define which field in the file links to which field in the table in the database. Unless you used column headers, the columns in the file are represented by 'F1, F2, F3, etc.' The fields in the database are listed below on the panel 'User Fields'. Link all the fields in the file (for example the field 'F1') with all the fields in the database. The table below will explain the different fields in the database you can link to. If you are finished linking the fields, click Next >>.

Field	Type	Description
User Code	Text (50)	If the 'User Code' field is left blank, no user data will be imported. Leave this field intentionally blank, if you want to import card or tag data, and will link the users later. It's recommended to link the data with the import right away.
Department Code	Integer	This is linked to the Department Code field ('Advanced -> Department' menu).
Cost Centre Code	Integer	This is linked to the Cost Centre Code field ('Advanced -> Cost Centre' menu).
First Name	Text (50)	Self Explanatory
Infix	Text (10)	Self Explanatory
Last Name	Text (50)	Self Explanatory
Address 1	Text (80)	The address fields, aside from the users address, they can be, and are often, used for other data that has no appropriate field.
Address 2	Text (80)	
Address 3	Text (80)	
City	Text (30)	Self Explanatory
Zip	Text (10)	Self Explanatory
Country	Text (30)	Self Explanatory



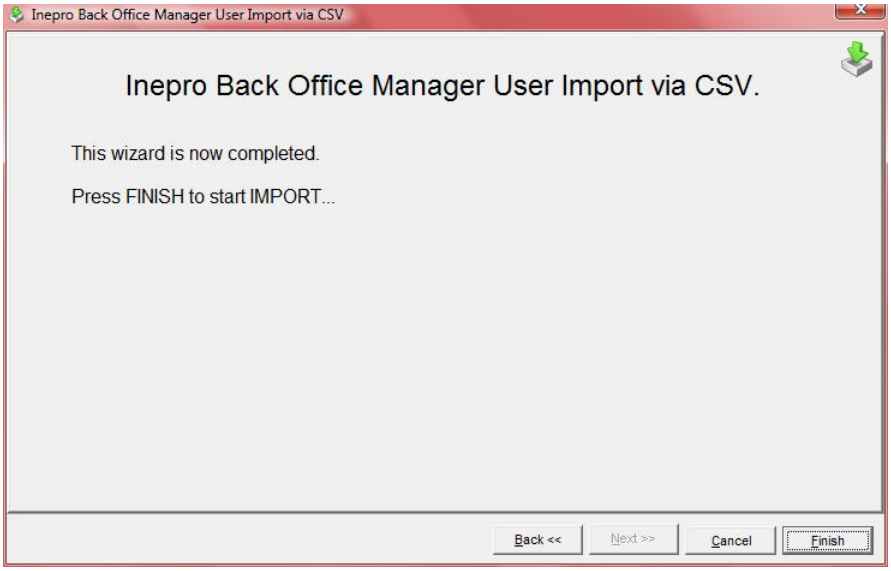
This window will allow you to link even more data about the user. If you are finished linking the fields, click Next >>.

Field	Type	Description
Phone Home	Text (25)	Self Explanatory
Phone Work	Text (25)	Self Explanatory
Phone Mobile	Text (25)	Self Explanatory
Fax	Text (25)	Self Explanatory
Email	Text (100)	Self Explanatory
Gender	Text (1)	'M', 'm' or '1' for male 'F', 'f' or '2' for female '0' or empty for unknown
Title	Text (15)	A Users title (like 'Mister')
Birth Date	Text (50)	Self Explanatory
Mailing	Boolean	Does this user would like to be emailed by you? Set to 'Yes' if he or she does, to 'No' if he or she doesn't. Usually used by companies in combination with our Marketing module.
Bar Code	Text (200)	The bar code, an alphanumeric code that can be printed as a bar code on a card, using the Card Layout.
Photo	Text (50)	The path + filename of a photo. This parameter can also be set in the 'Tools -> System Settings -> Back Office Manager -> Customer photo base path'.
Valid From	Date / Time	From which date can this user use the system.
Valid To	Date / Time	Until which date can this user use the system.

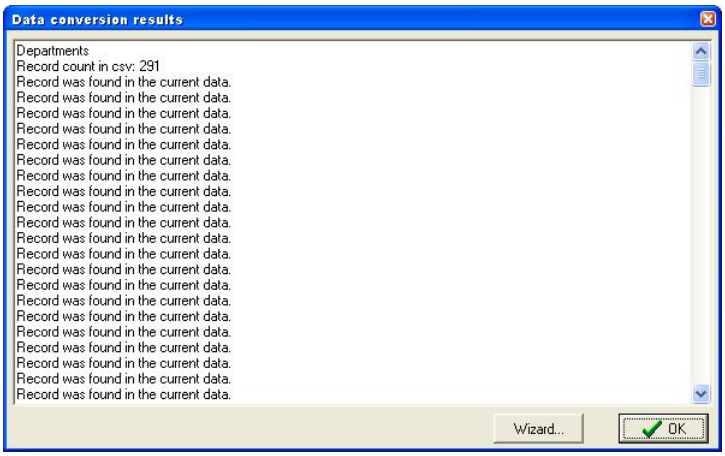


In this window you can link a card to the user, per *.csv file import you can link one card or tag to a user. You must link a card code to the card, this code is a unique code, used to identify the card. If you are using tags (in a SVC environment) you must also know the ID code of the tag. (A tag can be a chipcard, or Mifare card created as tag, but also a electronic key chain or other electronic identifier with a unique code). You can also put a balance on the Car or on the Account. Finally you can also link the user to it's Windows login name, this will enable the user to use the 'Secure Release' Accounting Template in the DocuPRO module.

If you choose not to link Cards / Accounts or the Windows login name (and also if you would have left the User Code field empty, therefore not importing Users), you will get this warning. Confirm this with 'Yes' and continue to import. When you are done linking the fields, click Next >>.


Inepro Back Office Manager User Import via CSV
Inepro Back Office Manager User Import via CSV.
This wizard is now completed.
Press FINISH to start IMPORT...
Back <<
Next >>
Cancel
Finish

The import preparation has now finished.
To exit the wizard and start the import, click Finish.

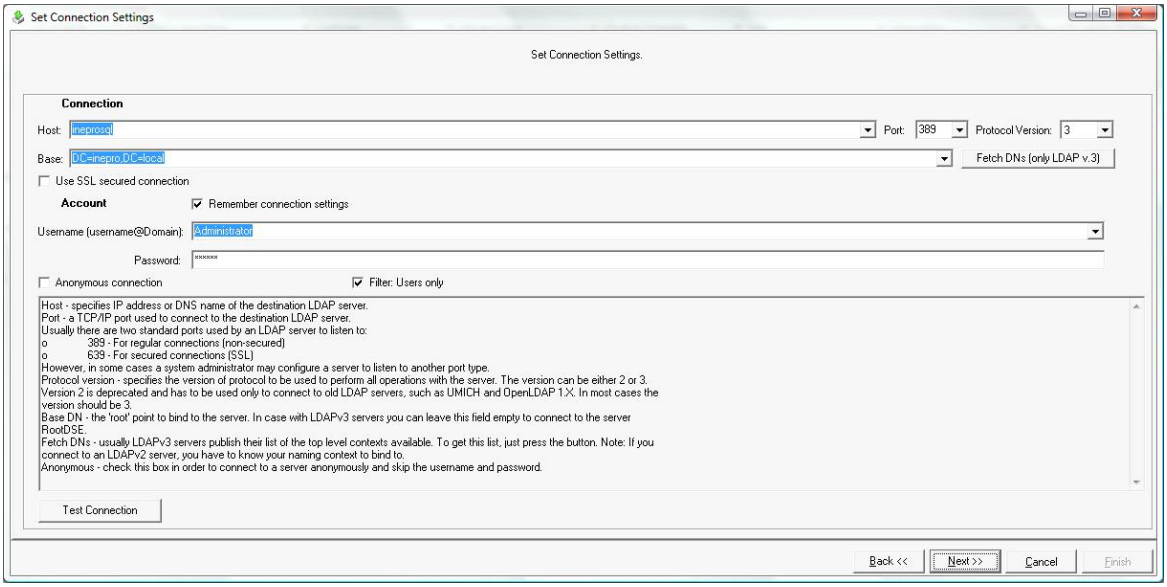


After the import, you will get a report, this will tell you if there where errors, if the import has succeeded and how many records where imported, when it is done and you have read it, click OK.

Check if the files are correctly imported!

Import from LDAP (like MS Active Directory)

You can import User data from Active Directory or rather LDAP by using 'Active Directory import', we will go by the different settings below:



Host	IP address or DNS name of the destination LDAP server.
Base	The 'root' to connect to the server. You can leave this field blank to connect with the Root DSE.
Port	A TCP/IP port used to connect to the destination LDAP server
Protocol Version	Which protocol will be used for communicating with the server. This can be version 2 or 3.
Fetch DN's (only for LDAP	In a standard situation the LDAPv3 servers will publish their lists with top level contexts.

v. 3)	To retrieve this list, you should press this button. Be ware: If you are connecting to a LDAPv2 server, you should know the naming context to which you want to connect.
Use SSL secured connection	Use a Secure Sockets Layer connection.
Remember conncetion settings	All connection settings, including login data will be saved.
Username (username@domain)	A valid username on the domain with sufficient rights.
Password	The password of this user login.
Anonymous connection	Tick this box to set up an anonymous connection with the server and skip the username and password fields.
Filter: Users only	We will filter the results on 'user only' by default. But some LDAP server do not support this, in these cases the checkbox must be unchecked, otherwise no data will be shown.
Test Connection	The Test Connection button will test the connection. If the username and password are not filled out, the existence of an LDAP server will be tested, if the username and password are entered then the validation of the login data is also checked..

LDAP Protocols

We support LDAP protocol version 2 and 3.

Version 2
- Windows 2000 compatible
- Linux LDAP server compatible
- UMICH compatible
- OpenLDAP 1.X. compatible

Version 3
- Retrieve Base DN

Base DN is the root in the directory structure that points to the location of the referenced (user) data. Base DN's are being assigned by the server current, usually 4 to 5 suggestions are being made. Your local system administrator should be able to tell you which one should be used. When you use version 2 this should be inserted manually.

To be able to retrieve DN's with a version 2 connection on a Windows 2000 server, you should first choose version 3, find the DN's and then return the version back to version 2, because otherwise the connection will not function.

Secure Internet connection via SSL

A connection using the SSL (Secure Sockets Layer) protocol can be set up, the default port used is the 639 (Consult your system administrator, when in doubt).

If no secure connection is used, the default port will be port 389.

Log on to LDAP with username

In some cases you might need to fill out your username at the end of the domain name, usually this will not be needed but this depends on the local settings of the LDAP server.

In some cases anonymous connections are supported, this is often a 'read only' connection, enabling you only to view data, so this is not usable in all cases. This is also subject to the local security settings.

Linking users

On top of the taskbar you will find the usual option to filter and group by. See page: 11

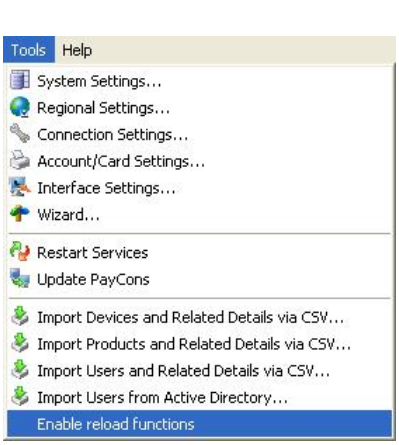
In this window you can also, by using a card / account group, create the purses for the Cards / Accounts that are being imported. Multiple purses can be linked to the Card / Account group.

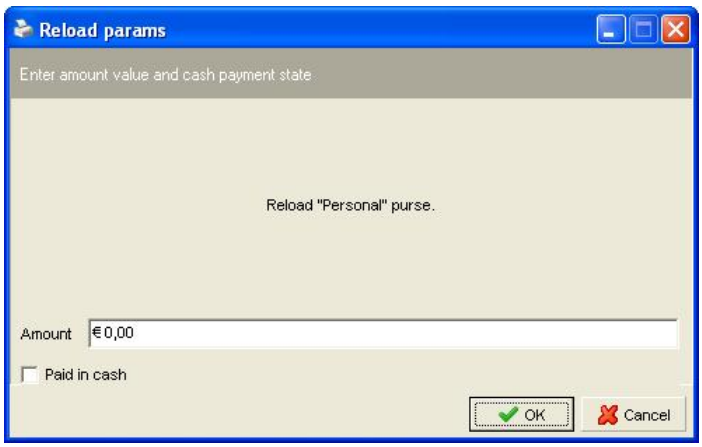
You need to have these Card / Account groups assigned before you will be able to link them.

De Card / Account group can be linked in two different ways:
1. By using a pre-defined column in Active Directory in which codes of existing Card / Account groups are defined. The disadvantage is that the extra column needs to be present in the Active Directory, the advantage is that user can have different Card / Account groups and therefore different groups of purses.
2. Choose one of the existing Card / Account groups and assign this to all the users that will be imported. This disadvantage is that you will not be able to assign different Card / Account groups, and therefore different groups of purses.

Enable reload functions

To reload your Accounts with money you can choose to enable the reload functions by choosing the option in the Tools menu. After that you can reload an Account by right-clicking it and choosing 'Reload' and be able to replace card (and let the system transfer the balance to the new card).





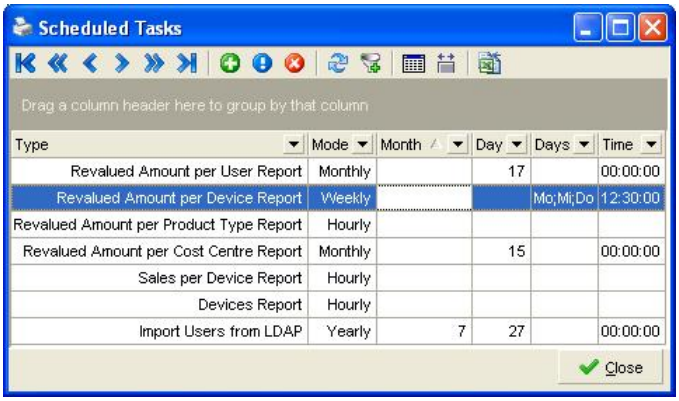
You will be able to fill in the amount and if it was paid in cash or not. Press 'OK' to confirm.

The ability to 'add' money to your system creates a risk. It can attract corruption and can cause disbalance in your bookkeeping. You will need the Supervisor rights to enable it and User management rights to use it. Use this function with caution!

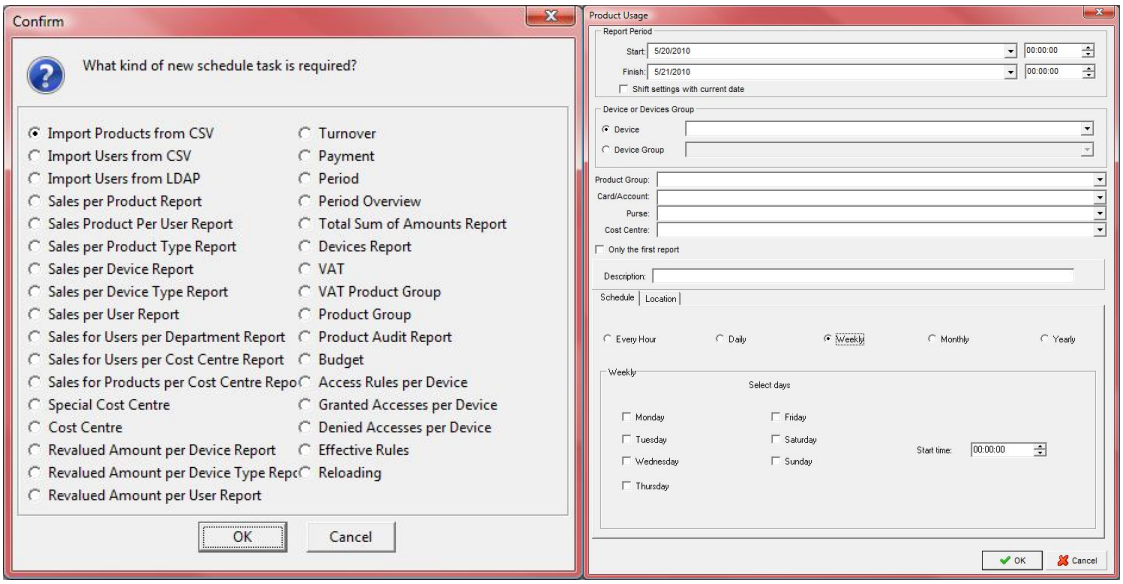
Scheduled Tasks

In our software you will be able to schedule certain tasks like the generation of reports.
This can be done in the scheduled tasks screen. In this screen you will have an overview of the task that are already scheduled and is also the place to schedule new tasks.

Importing from LDAP or CSV can be scheduled in the Inepro Data Import Service.



To schedule a new task press the button and pick a task to schedule.



When the task is an import follow the wizard like you normally would. If the task is a report, you will get the report screen as shown here. You should fill out the start period, the schedule frequency and the device and other details.
When finished assign a file name to this scheduled report and press OK.

Every interval (hour, day, week, month or year) the report file you have assigned will be replaced with a report that starts at the start time and date increased with that interval. So if I create a report with the start date of 07-05-2007 and end date 10-05-2007 and I set the interval (scheduler) at "month", I wil get a report for 07-05 to 10-05, 07-06 to 10-06, 07-07 to 10-07 etcetera, etcetera.

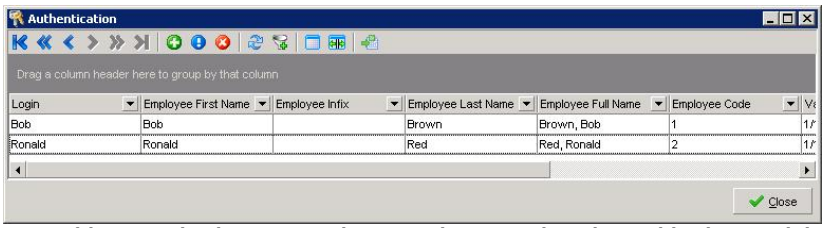
The existing file will be overwritten.

We recommend using the Inepro Balance Scheduler for scheduling budget or other changes in the balance of user cards or accounts.
We recommend using the Inepro Data Import Service for importing data from *.csv file or Active Directory.

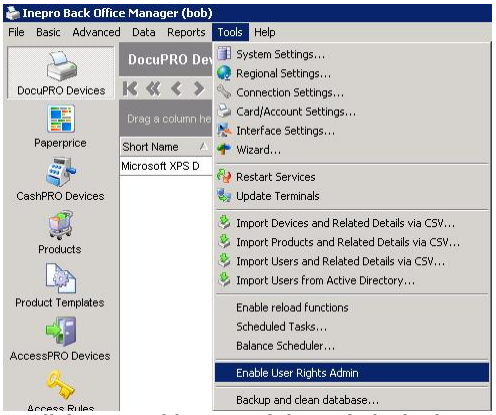
Enable User Rights Administrator

Enable User Rights Administrator will enable you to administer different function rights within the Inepro Back Office Manager.

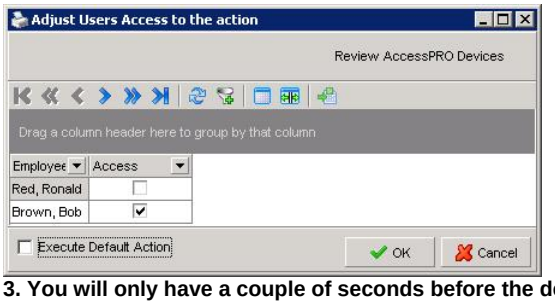
Before you adapt the rights make sure you have created employees, where at least one of the employees must have general manager rights.



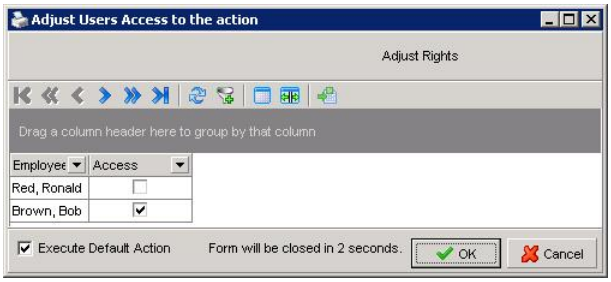
1. For this example I have created two employees Bob and Ronald, where Bob is the general manager.



2. Click on 'Enable User Rights Admin' in the Tools menu.



3. You will only have a couple of seconds before the default action is started! empty the tick box 'Execute default action'.
4. By emptying the tick box I took away Ronald's right to view AccessPRO devices.
5. Because I have deselected 'Execute Default Action', the AccessPRO Devices window will not be shown if I press OK.
6. Press OK.



7. Click on 'Enable User Rights Admin' in the Tools menu like in step 2, leave 'Execute Default Action' on and press OK.
8. The 'User Rights Admin' function has now been closed.

Backup And Clean Database

The user data and their transactions are stored in the database. This will accumulate to a large amount of data over the years. Sometimes the old data and old user transactions are no longer needed. This data can be purged using

the Cleanup Inepro Back Office Suite database tool.

⚠ Warning: Make sure the data you delete is no longer used and that the financial balance between the data you delete and the remaining data is zero. Otherwise your financial overview will no longer be accurate.

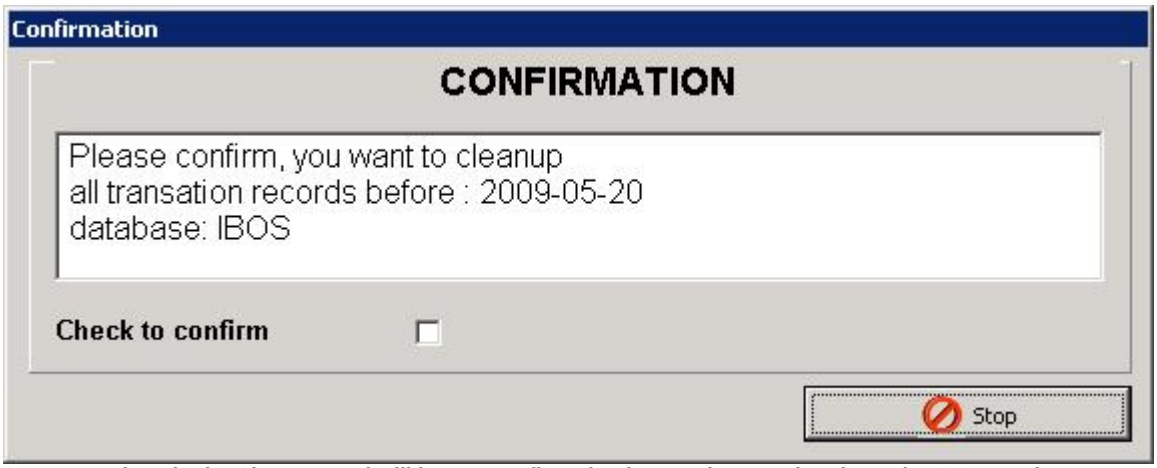
⚠ Warning: Always create a database backup before executing a cleanup action.

When you start the Cleanup Tool from the Inepro Back Office Manger you will see this window:

1. Because the Cleanup Tool will access the database, the manager (that also has access to the database) needs to be closed. Press OK.

2. Execute one of these actions.

Action	Description
Cleanup all transactions before	Cleanup all the transactions that occurred before the date entered.
Cleanup all inactive users	
Cleanup all users of tendergroup	Cleanup all the users that belong to the specified card / account group.
Clear database	Delete the backup database! Make sure you have a backup on another location, the backup on the server will be erased!
Restore backup database	Restore the existing backup.



3. Every actions in the Cleanup Tool will have a confirmation box, make sure that the action you are about to perform is the action that you want to perform and that the financial balance between the data that you are about to delete and the remaining data is zero.

Menu Help

Part

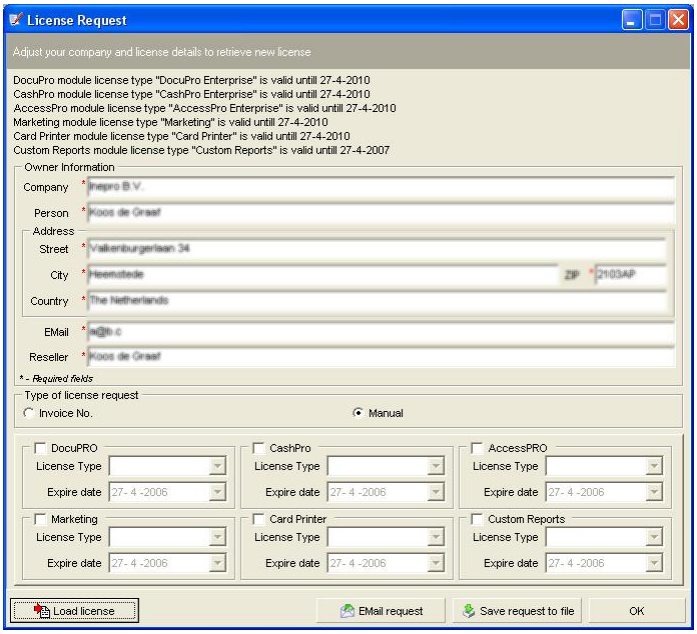
About Inepro Office Manager

About Inepro Back Office Manager
Inepro
Back Office Manager
4.2.0.6 (29-11-2006 15:31:38)
Copyright © 2004-2005
Contact informations:
E-mail: info@inepro.com
WWW: www.inepro.com
OK
DocuPro module license type "DocuPro Enterprise" is valid untill 27-4-2010
Marketing module license type "Marketing" is valid untill 27-4-2010
CashPro module license type "CashPro Enterprise" is valid untill 27-4-2010
Card Printer module license type "Card Printer" is valid untill 27-4-2010
AccessPro module license type "AccessPro Enterprise" is valid untill 27-4-2010
Custom Reports module license type "Custom Reports" is valid untill 27-4-2007

In the about menu you can find the version number of the software and when the licence of each of the components expires.

Registration

Use this option to register.



Read more about registration in the chapter:
registration on page: 40

Inepro Back Office Manager Help

Large parts of this manual are also available via the Inepro Back Office Help option.

Inepro Remote Support

Help is only a click away with our Inepro Remote Support function. When you need remote support you just have to call our helpdesk, ask for remote support and click the option. This will open an Internet browser and take you to our remote support webpage. Download the software if it is not already on your server (and any workstations you have a problem with) and install the software on them.

Contact the Inepro Helpdesk for further instructions for remote support.

Support Mail

When you want to email us for support, please use this function. This will do much more than just fill in the support email address (support@inepro.com), it will also provide us with all the basic information we need of your Inepro Back Office Manager, such as all the logs from the log directory, the version numbers and licence information and even a device report. This wil all be generated and compressed in a zip file by your manager in a short period of time depending on the size of your log directory.

Bug Report

Bug Report can be used to report a bug directly to Inepro. We will examine the bug, consider if we also see it as a bug and then fix it. We will then send you an e-mail to confirm that we received your bug report.

You will need a email client (like Outlook Express) that is configured to send email.

Send Idea's

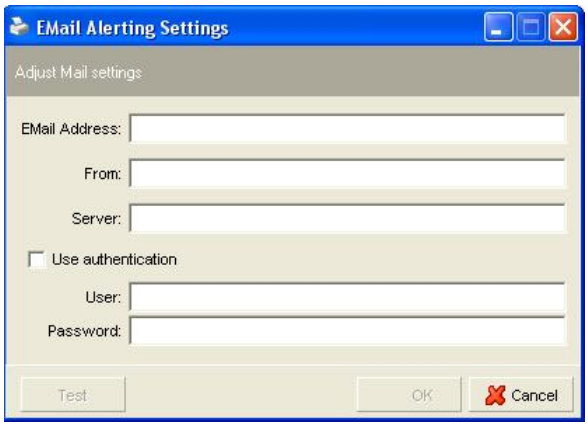
If you have a new idea of how we can improve our software to suit your and other peoples needs, we will be glad to hear it!

You can use this feature to send us the idea. We will then send you an e-mail to confirm that we received your idea.

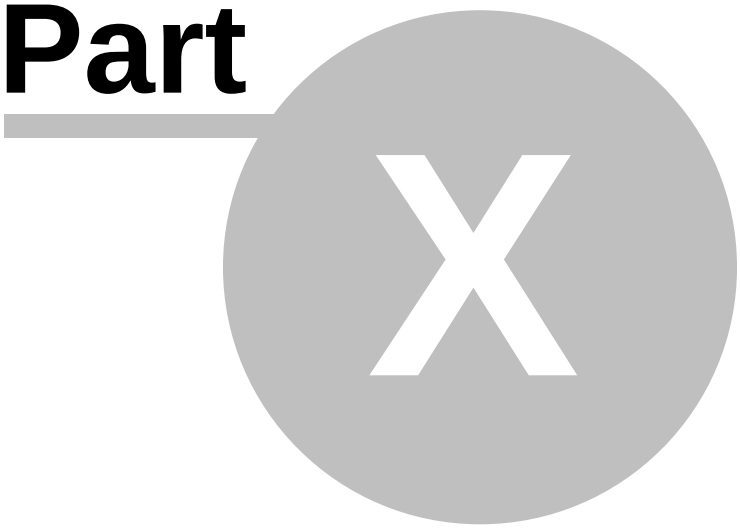
You will need a email client (like Outlook Express) on the machine you are working on that is configured to send email.

Alert Email Settings

If something will go wrong with our system, the administrator of your site would like to know about it. If our system detects any error or an event worth mentioning, it will send an email to a pre-selected email address. This is where you can set and test that address.



Support Applications & Tools



Introduction Support Applications & Tools

The Inepro Back Office Suite has a number of components, support applications and tools. These are used as a part of the system, are for maintenance purposes.

This topic deals with the Inepro Business Server and the Inepro Ricoh Embedded system.

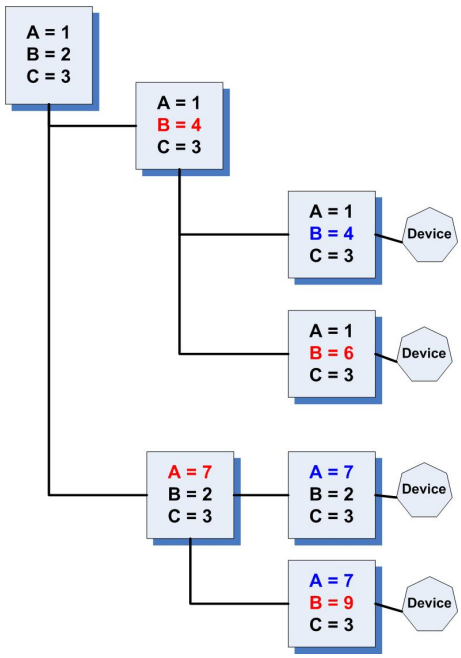
Introduction Business Server

The configuration of the business server is used to link the IP Card reader, PayCon Touch or Embedded device to your device. It is also used to configure certain settings for the terminals and embedded systems.

Connect terminal to Business Server

Business Server Config Settings Manager

To mutate a setting in the Business Server, like adding and connecting a terminal or changing the email adres from scan-to-me you need the Business Server Config Settings Manager (BSConfigSettingsManager).



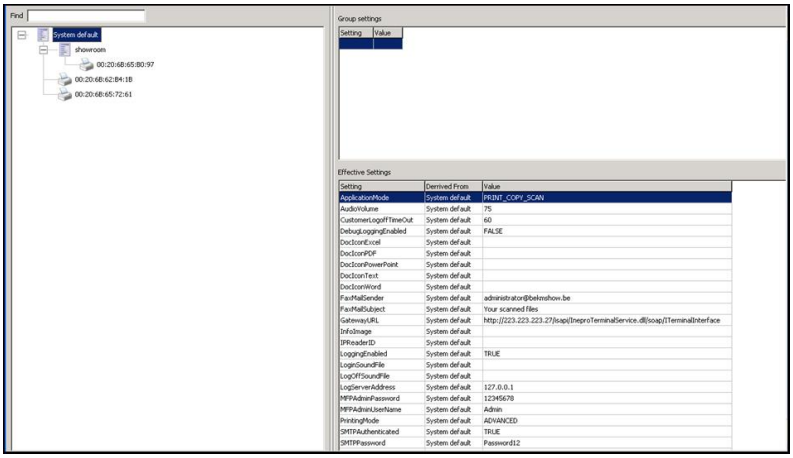
User interface

The settings manager has a treeview in the left panel the effective settings in the lower right panel and the specific settings for this node in the top right panel. The terminals will always be the last child node of their branch. Between the root node and the terminal there can be is many nodes as

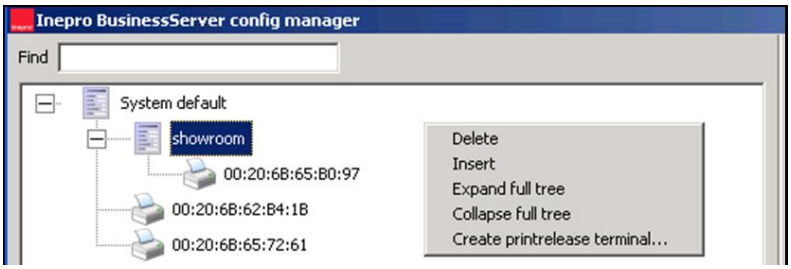
needed.
Each node will inherit the setting from it's parent. In this way you can easily create groups that have specific settings for that group, while the other settings remain untouched. You can have a group 'Students' with a subgroup 'Media' that has a very different set of setting than 'Students' -> 'Foreign Languages or 'Teachers' -> 'Building A', but they might all have the same SMTP server settings. The effective settings cannot be changed at the device, so a group (or node) must be created for each device to be able to change individual device settings.

The root node is named 'System default' because it will hold all the default system setting. It is not recommended to change these settings.
A better practice is to create a subgroup as a child of the root node with the name of your location in which you change all the setting that are used system wide on your location.

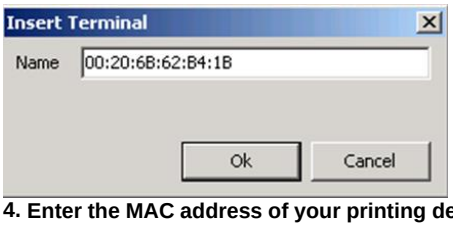
Connecting a terminal



1. Start the application BSConfigSettingsManager.exe.

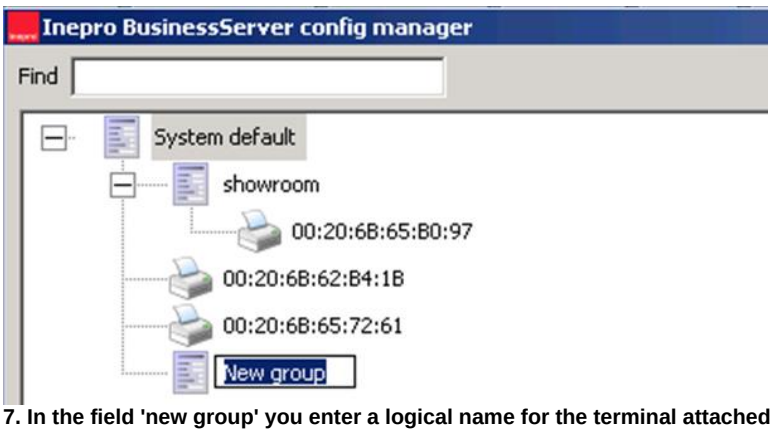


2. In the left pane, you will see all the terminals that are able to connect automatically.
3. The IP-readers do not link themselves automatically, to add an IP-reader terminal, click right and select 'Create print release terminal'.

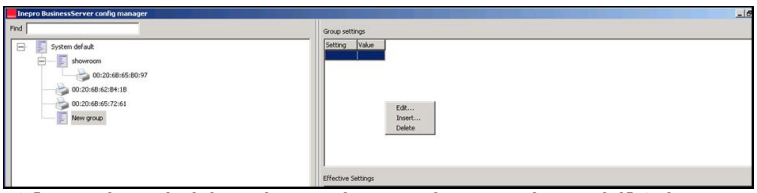


4. Enter the MAC address of your printing device
5. Create the same number of IP-reader terminals as the number of devices with mounted IP-readers

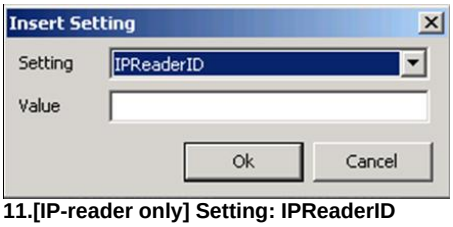
6. We will now create device and other groups, in the left pane, click right and select 'insert'



7. In the field 'new group' you enter a logical name for the terminal attached to a certain device. Create as many groups as you have devices.
8. Once you've created all your devices and your groups, attach the devices to the correct group. You do this by dragging and dropping the device in the correct group.
9. Once you've done this, select a group do a right click in the right panel



10.[IP-reader only (These instructions are for IP-readers only)] Select 'Insert' to link the IP Reader ID.



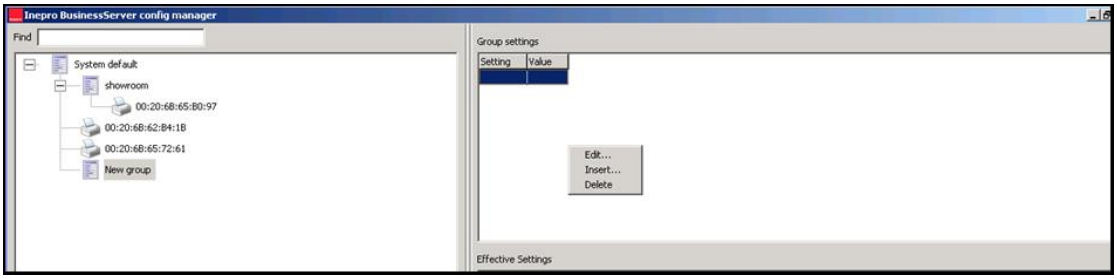
11.[IP-reader only] Setting: IPReaderID
12.[IP-reader only] Value: Enter the mac address of the IP Reader attributed to the device
13.Do this for all your devices.

Note: Restart the Business Server to enforce the changes!

Options

Options

In each node (or group if you like) you will be able to add, delete or edit some settings, the settings you change in a node (or group) will effect the settings in all the child nodes.



In the right pane, select the setting you want to configure and do a right click. Select 'add' to change the value of the setting inherited from the parent node. An comprehensive description of all the options you will find below:

Value Types

The following list of value types are used in the Business Server Config Tool, they are referenced to in the VT (Value Type column):

VT	Value Type
1	Boolean, TRUE or FALSE
2	String, alphanumeric, like 1234abc!@#$
3	Signed Long,- 2,147,483,648 to 2,147,483,647
4	Full URL of the object in question, like: http://www.inepro.com/image.jpg
5	List item, value is selected from a pre-defined list

Generic

These settings are the generic settings for the Business Server. They will be applicable for all the systems that connect to the Business Server unless specified otherwise.

Setting	Description	VT	Default
AllowTagRegistration	Allow a user to register new tags to his account. This works differently per device type; **Type** / **Behavior** Open API: Log in by PIN code, then link to account PayCon II: Log in by Job Code, then present tag, and confirm you are that user and confirm the link.	1	FALSE
ApplicationMode	Running mode of terminal application: **PRINT_COPY_SCAN**: Print, Copy or Scan **PRINTRELEASE**: Print only Note: The IP-reader can only use PRINTRELEASE.	5	PRINT COPY SCAN
CurrencyCode	Currency code, like EUR.	5	EUR
CurrencyDecimals	Number of currency decimals.	3	2
CurrencyDecimalSeparator	Currency decimal separator.	2	,
CurrencySymbol	Currency symbol, €	2	€
CurrencySymbolPrefix	Does the currency symbol appear before the amount?	1	TRUE
CustomerLogoffTimeout	Idle Timeout in seconds, after which the users will be logged off.	3	120
DebugLoggingEnabled	Send terminal debug logging to log server?	1	FALSE
GatewayURL	URL of the terminal service gateway, it has to go over port 10035 **Default URL =** http://rndserver.inepro.local:10035/soap/ITerminalInterface	2	Default URL
IPReaderID	Serial number or MAC address of the terminal	2	0
LoggingEnabled	Terminal logging to log server enabled?	1	TRUE
LogServerAddress	IP Address of the log server	2	127.0.0.1
MaxBalance	Maximum balance. Note: Integer value only, (So € 12.- is possible, 12,50 not)	3	75
MaxCostcentersInSelection	Maximum number of cost centers to show in selection on the terminal.	3	16
MinBalance	Minimum balance accepted on he terminal	3	0
PrintingMode	Mode of print application:	5	ADVANCED

Setting	Description	VT	Default
	Advanced: The user will get a detail screen with the option to select a job and depending on the setting Enable Job Property Modification you can, the number of copies, force the job to print in colour or black & white and edit the detailed options of the print job (only available in DocuPRO 5 systems) **Simple**: If you are logged in on a terminal and press the button, labeled 'DocuPRO' in Konica Minolta Open API and labeled 'Print in Ricoh Embedded and PayCon Touch systems, all job will be released, provided you have enough money and there are no other reasons to prevent your job release. **Direct IP Reader Release**: Konica Minolta Open API and Ricoh Embedded: At the moment your card is recognized by the system all print jobs will be released, provided you have enough money and there are no other reasons to prevent your job release. After printing out the jobs, the user is logged in into the terminal (to be able to copy or scan). PayCon Touch: will treat this setting as if 'Simple' was set as Printing Mode.		
PurseSelection	Purse selection behaviour of the Terminal: **Use all purses**: Use both personal and budget purses **Personal only**: Only use the personal purse **Budget only**: Only use the budget purse **Prefer personal**: If available, use the personal purse **Prefer budget**: if available, use the budget purse **Personal + ask**: Pre-select the personal purse, but leave the choice to the user **Budget + ask**: Pre-select the budget purse, but leave the choice to the user	5	PERSONAL AND ASK
SecondTerminalLanguage	Second selectable terminal language	5	0
SMTPAuthenticated	SMTP server is authenticated, if so the SMTP server needs password and user	1	TRUE
SMTPPassword	Password for SMTP server	2	0
SMTPServer	SMTP server	2	0
SMTPUser	User for SMTP server	2	0
SupportTagHoldMode	Close account when tag is removed?	1	FALSE
TagType	Tag type of attached tag reader	3	0
TerminalLanguage	Default Language of the Terminal	5	EN
ThirdTerminalLanguage	Third selectable terminal language	5	0
UseCostcentres	Cost centre selection required?	1	FALSE
UseCustomerLanguage	Use the Language of the logged in customer setting in IBOS database	1	TRUE

PayCon Touch

The PayCon Touch terminal is a colour LCD Touchscreen terminal. The settings for the PayCon Touch are described here:

Setting	Description	VT	Default
AudioVolume	PayCon Touch default audio volume, it ranges from 0-100. Note: Do not set it outside its range.	3	75
AudioVolume1	PayCon Touch volumes that can be set per user, or per user group, it ranges from 0-100. Note: Do not set it outside its range	3	90
AudioVolume2		3	90
AudioVolume3		3	90
BacklightFullLevel	Intensity value of the display backlight in 'Full use' mode, it	3	255

Setting	Description	VT	Default
	ranges from 0-255. Note: Do not set it outside its range		
BacklightSaveLevel	Intensity value of the display backlight in 'Power Save' mode, it ranges from 0-255. Note: Do not set it outside its range	3	30
CopierCounterFilter	Refer to your copier settings in the copy database for this setting, set in milliseconds.	3	0
CopierDisableDelay0	Refer to your copier settings in the copy database for this setting, set in milliseconds.	3	0
CopierDisableDelay1	Refer to your copier settings in the copy database for this setting, set in milliseconds.	3	0
CopierDoubleclickDelay	Refer to your copier settings in the copy database for this setting, set in milliseconds.	3	500
CopierInterface	Refer to your copier settings in the copy database for this setting	5	BINARY
CopierKM2530Delay	Refer to your copier settings in the copy database for this setting, set in milliseconds.	3	1000
CopierKMSerialSessionAmount 27Bit	Refer to your copier settings in the copy database for this setting.	1	FALSE
CopierKMSerialSessionRestart	Refer to your copier settings in the copy database for this setting.	1	FALSE
CopierOutput1Mode	Refer to your copier settings in the copy database for this setting.	5	NORMAL
CopierOutputLevel0	Refer to your copier settings in the copy database for this setting.	5	NORMALLY CLOSED
CopierOutputLevel1	Refer to your copier settings in the copy database for this setting.	5	NORMALLY CLOSED
CopierReadyDelay	Refer to your copier settings in the copy database for this setting, set in milliseconds.	3	200
CopierSizePulseTimeout	Refer to your copier settings in the copy database for this setting, set in milliseconds.	3	1500
DocIconExcel	Icon file for MS Excel print jobs - This setting is absolete	4	0
DocIconPDF	Icon file for PDF print jobs - This setting is absolete	4	0
DocIconPowerPoint	Icon file for MS Powerpoint print jobs - This setting is absolete	4	0
DocIconText	Icon file for txt print jobs - This setting is absolete	4	0
DocIconWord	Icon file for MS Word print jobs - This setting is absolete	4	0
IdlePowerSaveTimeout	When will the Power Save mode kick in?	3	300
InfoImage	Picture file that shows the terminal is idle / standby - This setting is absolete	4	0
LoginSoundFile	Full URL of sound file that is played at successful login, in *.wav format	4	0
LogOffSoundFile	Full URL of sound file that is played at logoff, in *.wav format	4	0
SplashScreen	Splashscreen image file of the terminal	2	0
SplashScreenTimeout	Time the splash screen remain visible, in seconds	3	10
StartupSoundFile	Full URL of sound file that is played when terminal is starting up, in *.wav format	4	0

Konica Minolta Open API

Konica Minolta OpenAPI is a proprietary API communication system that allows software application developers to create applications that communicate with Konica Minolta MFPs. You will find the settings for this system in combination with the Inepro Business server below:

Setting	Description	VT	Default
CostcenterEntryField	The way the Costcenter field is displayed on the terminal: **SHORTNAME** The shortname as set in the IBOS DB **CODE** The Costcenter code as set in IBOS	5	SHORT NAME
CostcenterSelectMode	Costcenter select mode: **SELECT** Select the value from a list **SEARCH** Search the list for corresponding items	5	SELECT

Setting	Description	VT	Default
EnableAccountMap	Enable account map: **TRUE** Pay for usage **FALSE** Register usage only	1	TRUE
EnableBox	Enable the print box on the multifunctional	1	TRUE
EnableColorPrint	Enable color printing	1	TRUE
EnableColorScan	Enable color scanning	1	TRUE
EnableColorSend	Enable sending colour jobs to mail or file	1	TRUE
EnableCopy	Enable copying	1	TRUE
EnableFax	Enable faxing	1	TRUE
EnableManualInput	Enable manual input	1	TRUE
EnableMonochromePrint	Enable monochome printing	1	TRUE
EnablePanel	Enable Konica MyPanel	1	TRUE
EnablePrint	Enable printing	1	TRUE
EnablePrintSend	Enable sending prints to mail or file	1	TRUE
EnableScan	Enable scanning	1	TRUE
EnableScanToUsb	Enable scan to usb	1	TRUE
FaxMailSender	Email address where terminal sends mail from when you fax to mail	2	0
FaxMailSubject	Subject of email with scanned document when you send your fax to mail	2	Your scanned files
LogOffAfterPrint	Log off after print job has been released?	1	FALSE
MFPAdminPassword	Admin password for MFP, when logging in on the MFP is necessary	2	12345678
MFPAdminUserName	Admin username for MFP, when logging in on the MFP is necessary	2	Admin

Important settings to change

These settings are often important to set:

ApplicationMode	Running mode of terminal application
GatewayURL	URL of the terminal service gateway, it has to go over port 10035
PrintingMode	Mode of print application:
PurseSelection	Purse selection behaviour of the Terminal:

Introduction Ricoh Embedded

Ricoh Embedded is a platform on which developers can create an application that can drive the copier functions.
Inepro Ricoh Embedded can release print jobs, copy and scan, and will register and optionally enforce payment for those functions.

This manual will enable you to install the software on the multifunctional and explain the functions.

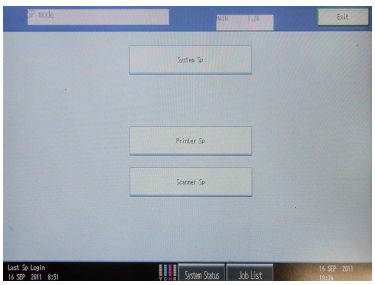
Machine settings for Inepro DocuPRO

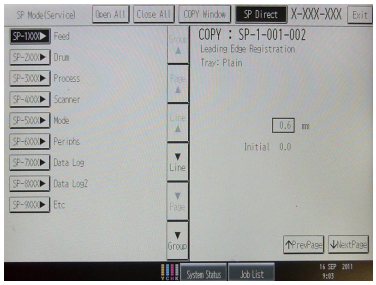
Machine settings

To set the machine to operate with the Inepro Ricoh Embedded system we need to set some internal machine settings.

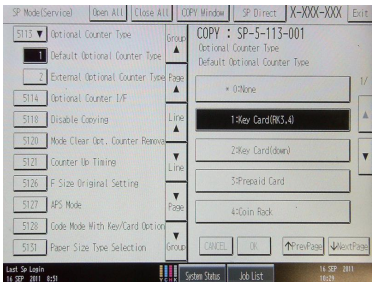
SP Mode settings

First we will change the SP Mode settings. For the instructions to get into the SP Mode menu refer to your multifunctional device dealer.





1. In the SP Mode menu choose 'System Sp'.
2. In this menu you need to set SP-5113-001 and SP-5113-002.

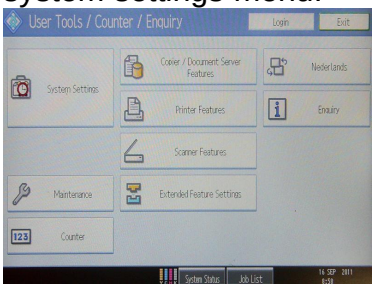


3. Set SP-5113-001 (Default Optional counter type), to Key Card (RK3,4)
4. Set SP-5113-002 (External Optional counter type), to Expansion Device 1

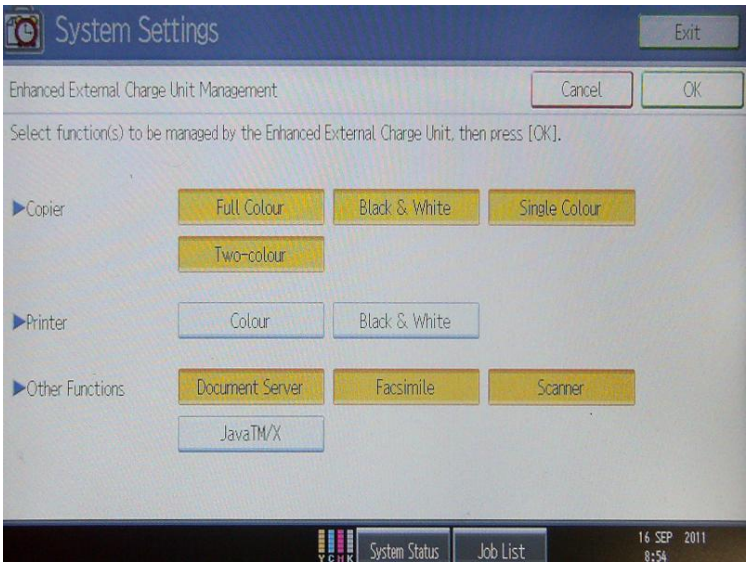
Setting	Description	Value
SP-5113-001	Default Optional counter type	1: Key Card(RK3,4)
SP-5113-002	External Optional counter type	1: Expansion Device 1

System Settings -> Administrator Tools

Press the button in the upper left corner of the machine to enter the system settings menu.



1. Go to 'System Settings' -> 'Administrator Tools'
2. Scroll to page 2 (of 4)
3. Choose Enhanced External Charge Unit Management



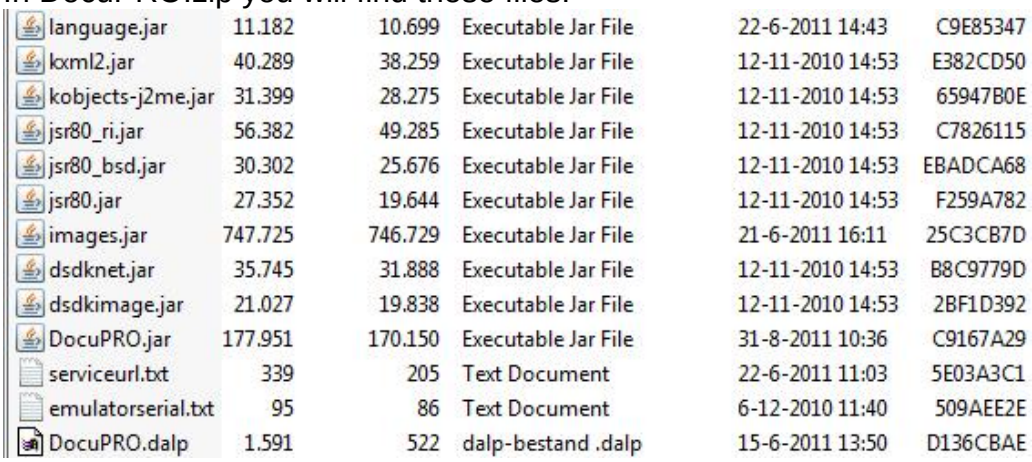
4. Select all copier functions (Full Colour, Black & White, Single Colour, Two-Colour)
5. Make sure to select none of the printer functions.
6. Select from 'Other functions', (Document Server, Facsimile, Scanner), do not select JavaTM/X

Software Settings

DocuPRO.zip

The software will be installed by selecting the DocuPRO.zip file. But before that step some setting must be set in the emulatorserial.txt and serviceurl.txt file.

In DocuPRO.zip you will find these files:



language.jar	11.182	10.699	Executable Jar File	22-6-2011 14:43	C9E85347
kxml2.jar	40.289	38.259	Executable Jar File	12-11-2010 14:53	E382CD50
kobjects-j2me.jar	31.399	28.275	Executable Jar File	12-11-2010 14:53	65947B0E
jsr80_ri.jar	56.382	49.285	Executable Jar File	12-11-2010 14:53	C7826115
jsr80_bsd.jar	30.302	25.676	Executable Jar File	12-11-2010 14:53	EBADCA68
jsr80.jar	27.352	19.644	Executable Jar File	12-11-2010 14:53	F259A782
images.jar	747.725	746.729	Executable Jar File	21-6-2011 16:11	25C3CB7D
dsdknet.jar	35.745	31.888	Executable Jar File	12-11-2010 14:53	B8C9779D
dsdkimage.jar	21.027	19.838	Executable Jar File	12-11-2010 14:53	2BF1D392
DocuPRO.jar	177.951	170.150	Executable Jar File	31-8-2011 10:36	C9167A29
serviceurl.txt	339	205	Text Document	22-6-2011 11:03	5E03A3C1
emulatorserial.txt	95	86	Text Document	6-12-2010 11:40	509AEE2E
DocuPRO.dalp	1.591	522	dalp-bestand .dalp	15-6-2011 13:50	D136CBAE

Edit serviceurl.txt

'Serviceurl.txt' contains the SOAP url to the Inepro Business server terminal interface.
You will find this URL in the Business Server Config Tool.

Usually this will be in the form of:
http://0.0.0.0:10035/soap/ITerminalInterface where 0.0.0.0 is the IP-address or hostname of the computer running the Inepro Business server.

Serviceurl.txt

```
# This file stores the url to the Inepro business server
# this should be in the form of:
# http://host:port/url/ITerminalInterface
#
# Please note that this is also used to extract the hostname
# required for cardreader notifications.

http://10.0.3.44:10035/soap/ITerminalInterface
#http://10.4.1.84:10035/soap/ITerminalInterface
```

Edit emulatorserial.txt

You will only need to set this file, if you are a developer or tester using the emulator!

'Emulatorserial.txt' contains the serial number of the machine that the emulator should emulate.
This is used to uniquely identify the machine at the Inepro Business server.

Emulatorserial.txt

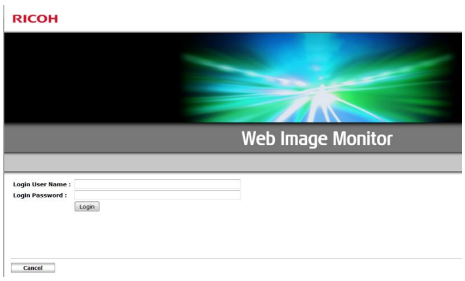
```
# This file stores the serial code used
# if the software is run in an emulator

V1484802251
```

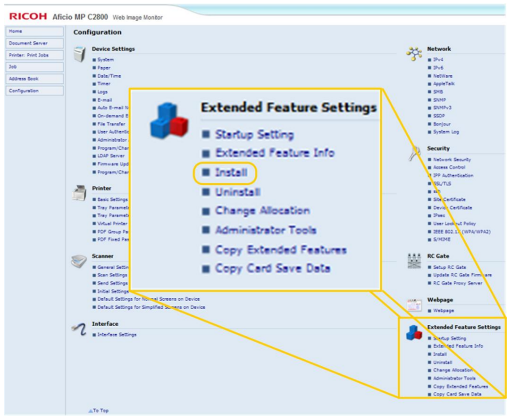
Then re-zip the DocuPRO.zip file.

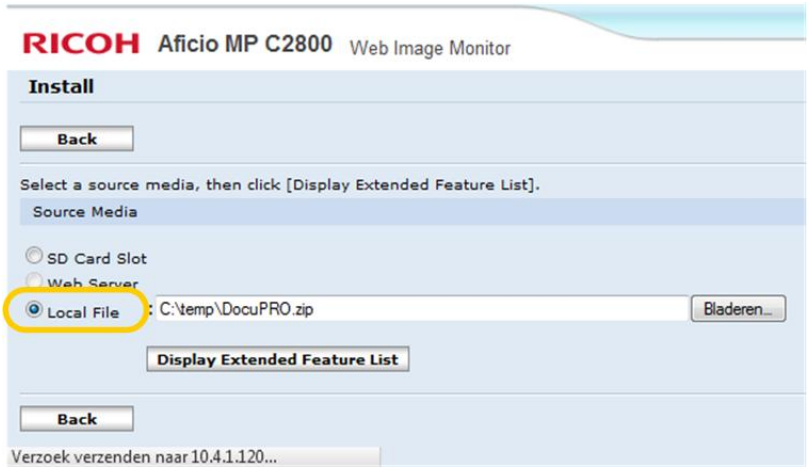
Install the software

Install the software on the multifunctional

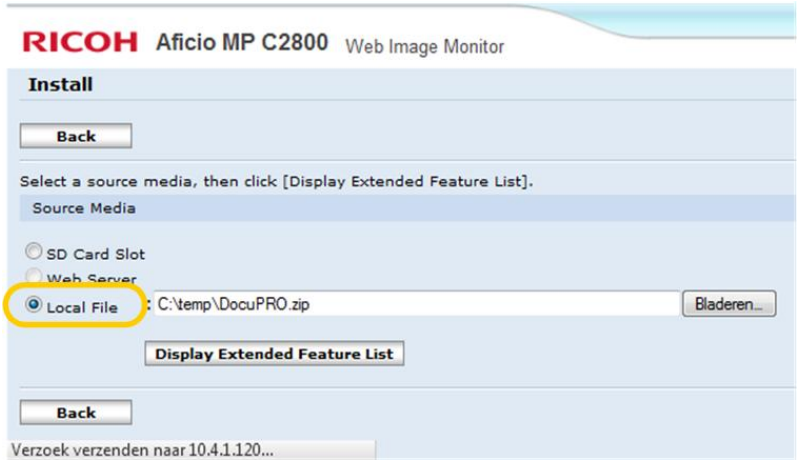


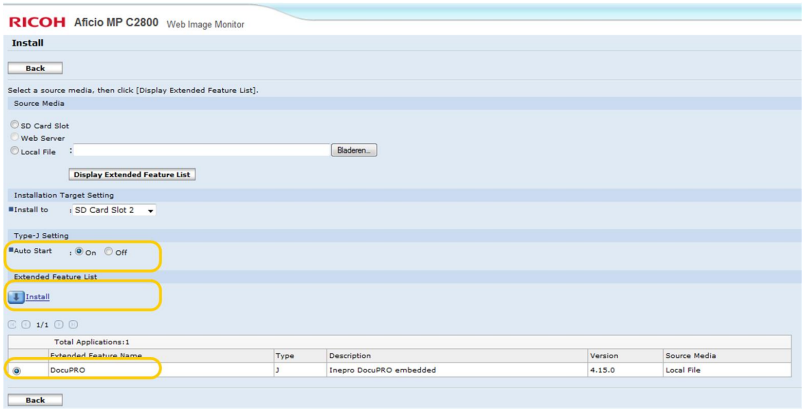
1. Log in on the web site of the Ricoh Multifunctional.
2. Choose 'Configuration'.





3. Choose 'Install' under the 'Extended Feature Settings', if this link is not visible you do not enough rights.
4. Make sure to select 'Local File', no radio button is currently selected, browse and select the installation file.





5. Click Display Extended Feature List, the file will be loaded and the Extended Feature List will be opened.
6. In the Extended Feature List Make sure to set 'Auto Start' to 'On'.
7. Select the DocuPRO Extended feature, (currently no feature is selected), and click install.

8. Confirm you want to install the DocuPRO extended feature, and click OK.
9. Note: YOU WILL NOT GET ANY CONFIRMATION, SO YOU WON'T KNOW IF THE INSTALLATION WAS SUCCESSFUL OTHERWISE YOU WILL GET AN ERROR MESSAGE.

10. Reboot the machine, either directly or in the main web menu.

Basic Functions

The Inepro Ricoh embedded system has a number of basic functions:
- Print release
- Basic copy
- Basic scan

The main focus of the system is a payment and accounting system for the basic machine functions and provide a print release option for the Inepro DocuPRO system. In order for this to work the system blocks the machines default functions until a user is logged in. It also records all the transactions a user does until the user logs out and stores these to a central server.

Default operation
By default the machine is blocked. If a customer comes to the machine he/she is asked for a login code.
A customer can login via a code or by presenting a card. (The card handling is done externally and a notification is send to the machine via the network connection).

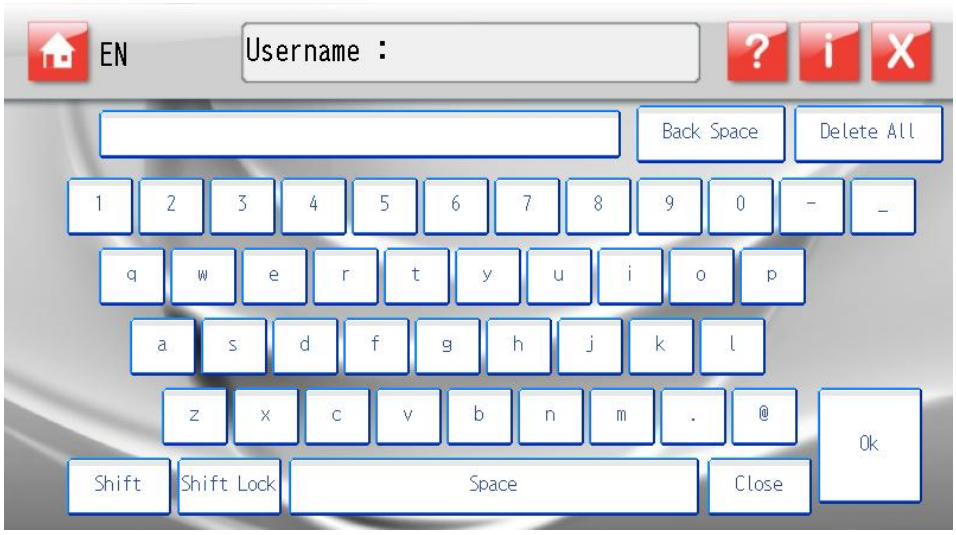
When a user has logged in, he will get (depending on the settings) a selection screen for budget selection. After the budget is selected (which is done automatically by the machine if there are no options) the machine is unlocked and the customer is presented with the main screen.

The main screen consists of a maximum of 3 buttons, which buttons are visible is setup via the businessserver. If there is only one button it is selected automatically. These buttons represent the basic functions of the Ricoh application.
At this moment it is also possible to switch to the machines own copy/scan/fax functions.
After the user has finished or has run out of budget the machine is logged out and will accept a new customer.

User Interface

The user interface is touch-based. It has a touch-screen with a touch screen keyboard and touch-sized buttons.
Below you find the screens you can encounter and an explanation about the functions.

1. These are the symbols you will see in our software, there meaning is explained in this legend.



Screen A: Login Screen

2. Login with your user name and password or present a card to the cardreader.

Screen B: Purse Screen

3. If you have a budget and personal budget, please choose the one you want to use.

4. Note: This question does not appear if you only have one purse, then you will go to either screen C (if you only have a budget purse) or D (if you only have a Personal balance purse).

Screen C: Cost Center selection screen

5. If budget balance is selected and multiple cost centres are possible a selection screen is shown.

6. Note: This screen does not appear if you do not have more then one cost center.

7. Or go to the below advanced screen with the 'Action' button.

Screen D: Main screen

8. This is the main screen, depending on the settings of the machine there can be 2 or 3 buttons here, if there is only one option this screen is skipped.

9. At this point it is also possible to switch to the machines own applications. The printer icon will lead you to screen E, the copy icon (two documents) to screen G, and the Scanner icon will lead you to screen H.

Screen E: Print screen

10. This is the print screen, you can select the jobs you want to print and print those.

11.Use the 'Action' button beside your job to go to the advance settings, (screen F).

Screen F: Advanced print settings screen

12. On the advanced screen you can see how much a job costs, how many pages it is and if the job is in color or not.

13. If the job processing supports it you can also change the quantity and color settings

Screen G: Scan screen
14. This is the scan screen, your e-mail can be filled in automatically from your user settings.
15. Just select the color settings and place your documents on the scanner.

Screen H: Copy screen
16. This is the copy screen, you can select the quantity and color settings, put your documents on the scanner and click start.

Appendix I

Inepro Ricoh EmbeddedRelease notes

Version 4.22.0

Revision history

Version	Description	Date	Author
4.22.0	First release version.	29-06-2011	B. Wolvers

Introduction

In these release notes you will find all relevant information regarding this release. Please read these release notes carefully and make sure you understand them. We strongly recommend not to roll out this release of software directly on your working system but to test it first before going live. If you have questions, remarks or if you want to report a problem please send an E-mail to

support@inepro.com

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"Inepro B.V." and Inepro B.V.'s products are trademarks of Inepro B.V. References to other companies and their products use trademarks owned by the respective companies and are for reference purpose only.
Purpose
The purpose of the Release Notes is to communicate the major new features and changes in this release of the inepro Back office suite. It also documents known problems and work-arounds.

Scope

This document describes the software release of the inepro Ricoh Embedded 4.22.0
Definitions, Acronyms and Abbreviations
iBos = inepro Back office suite;
iBom = inepro Back office manager;

About this release

This release is the first release, all previous versions have been development versions.

Supported machines

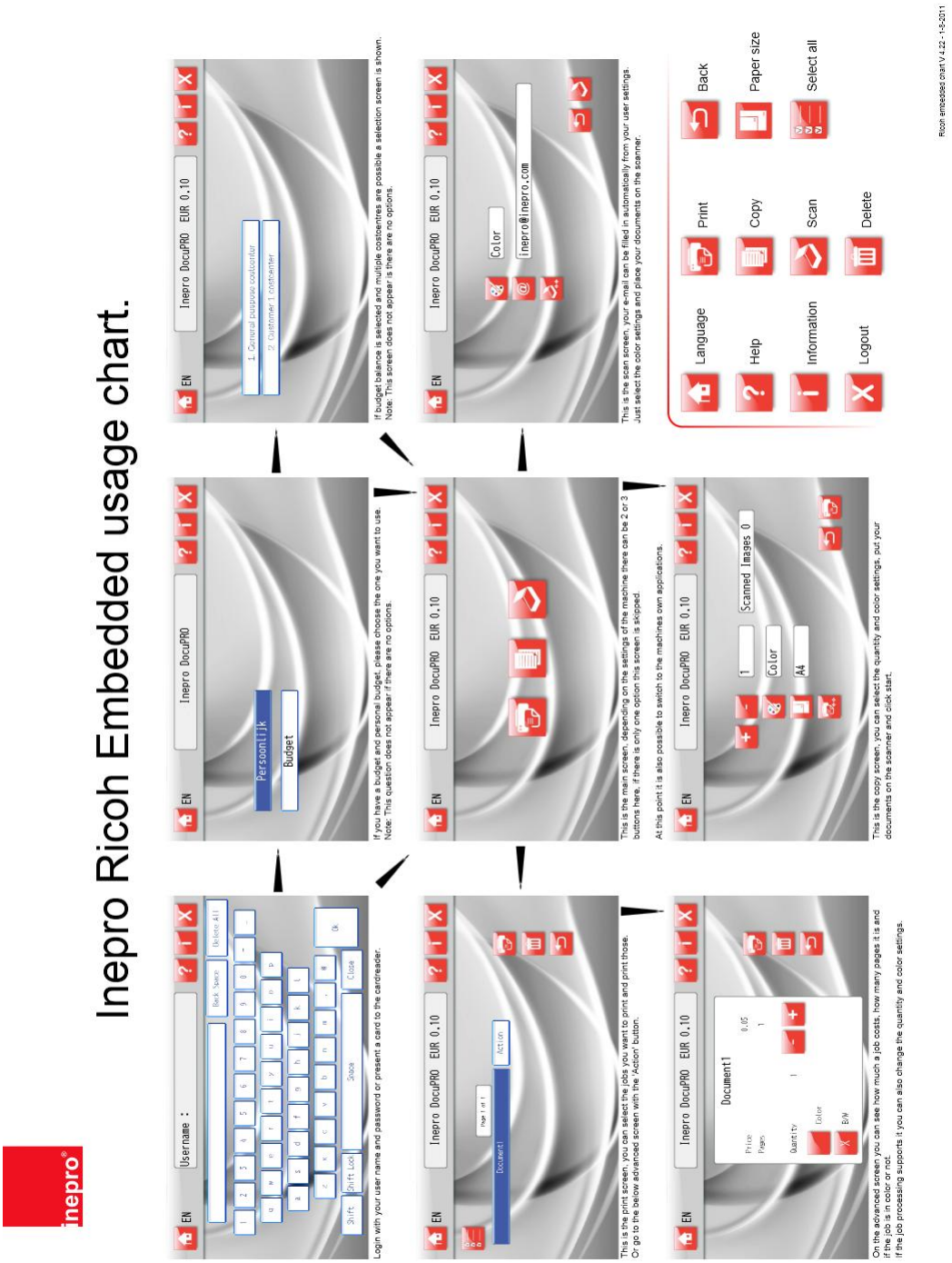
All Ricoh machine that can run with SDK 4.24 or higher and have a WVGA screen.
Please note that a SDK VM card or pre-installed SDK is required to install this software.

Known bugs and limitations

Scan does not support scanning from glass plate.

Appendix II

Ricoh Embedded Chart



Environment

Part XI

When to use the Stored Value Server Environment

When a system is set up for a 'Stored Value Server Environment' all relevant balance and account information is stored on the server.
This means the user only needs a way to point to this account information.
This can be done with a wide variety of possibilities: PIN-codes, cards (ID-only) …

Some of the advantages are:

- Because the system only needs an ID to recognize the user a wider number of cards can be used, including PIN code identification
- No need to write data on an existing customer card
- Accounts can be credited without the user and or card present

Supported technologies:

- Contact chip card
- Magnetic stripe card
- Mifare proximity card
- Legic proximity card
- Hitag proximity card
- Barcode card
- HID proximity card
- ...

When to use the Stored Value Card Environment

When a system is set up for a 'Stored Value Card Environment' all relevant balance and account information is stored on the user's card. This is comparable to the electronic purses the banks offer in various countries.

Some of the advantages are:

- Each user takes more care of his card because his money is on this card
- Can be used with non-networked payment systems
- Even if the network is down a large number of transactions still can be done

Supported technologies:

- Contact chip card
- Mifare proximity card

Software Modules

There are a lot of different network setups which are possible. In this chapter a number of possible configurations are shown.

In order to understand the different configurations it is necessary to know the different modules and what they do:

Inepro Back Office Manager: this is the User Interface for configuring your system. It is 1 piece of software offering – depending on the software you have purchased – a single point of configuration and reporting. To the Inepro Back Office Manager a Administrative PayCon can be optionally connected for card managing purposes. This Administrative PayCon has nothing to do with the networked Terminals for controlling your printers, copiers, MFD's, vending machines…

PayCon Service: this part of the software communicates with all the networked Terminals in your network

DocuPRO Service: this service controls your print jobs and is responsible for the price calculation of these print jobs.

DataPRO Database: this is the part where all the data is stored. Two types of database engines are supported: MSDE and Ms SQL Server 2000.

Network configurations

A. Stand-alone configuration Page 186

B. Central server, remote management Page 186

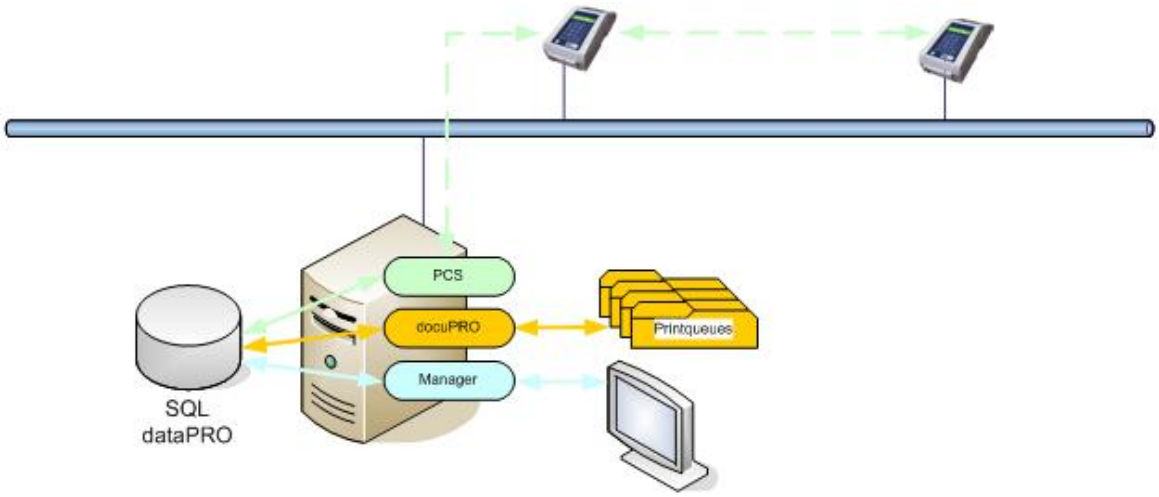
C. Single site, 1 database server, 1 print server, and remote management Page 187

D. Single site, 1 database server, 2 print servers, and remote management Page 187

E. Multiple sites, 1 database server, 2 print servers, and remote management Page 189

Stand-alone configuration

In the stand-alone configuration all modules are installed on 1 machine:

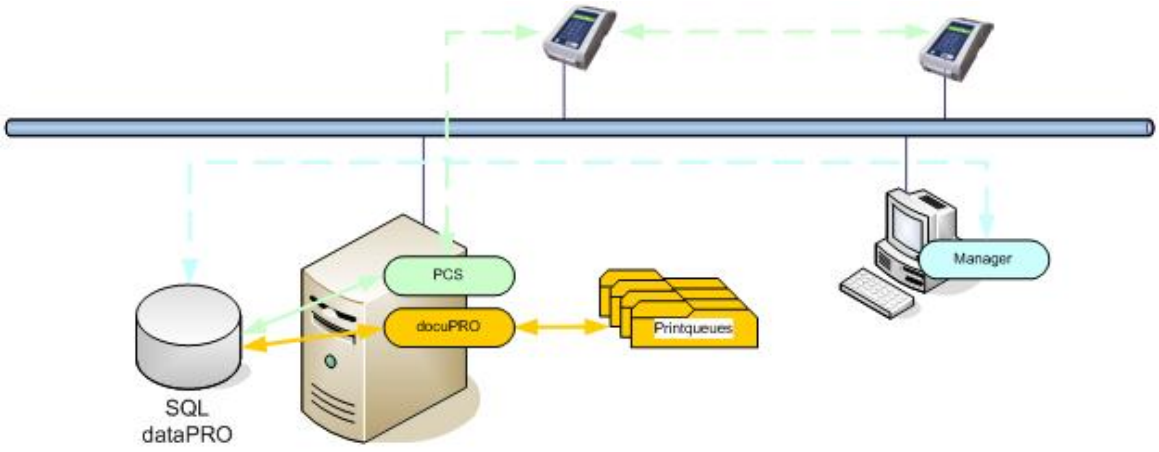


In the stand-alone configuration all modules are installed on 1 machine:

All modules connect to the DataPRO database for information synchronization. In a print environment all client computers connect to this (print-) server and use the shared printers for printing (not in diagram).

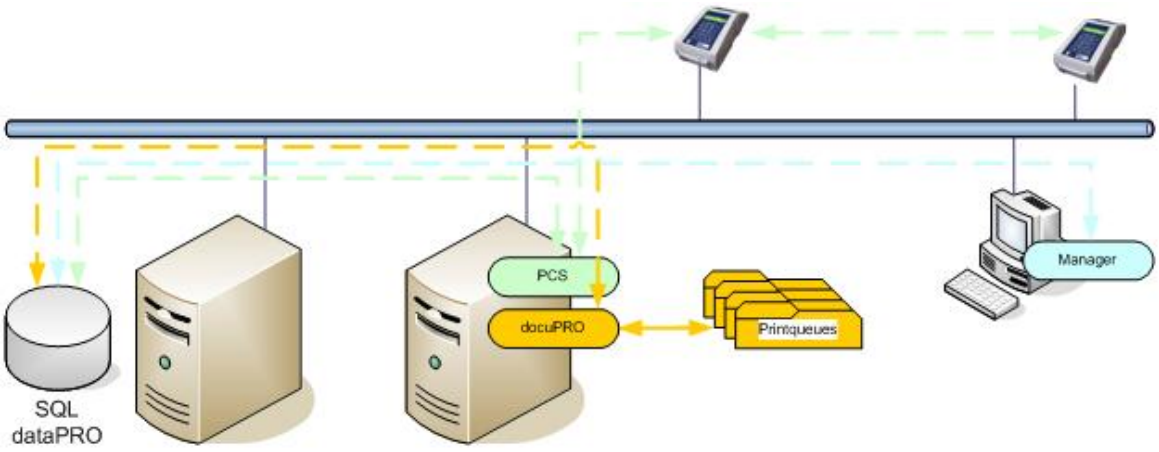
1 central server, remote management

All the server tasks remain concentrated on a single server, the configuration of the software is done via a workstation in the network which has a database connection to the server.



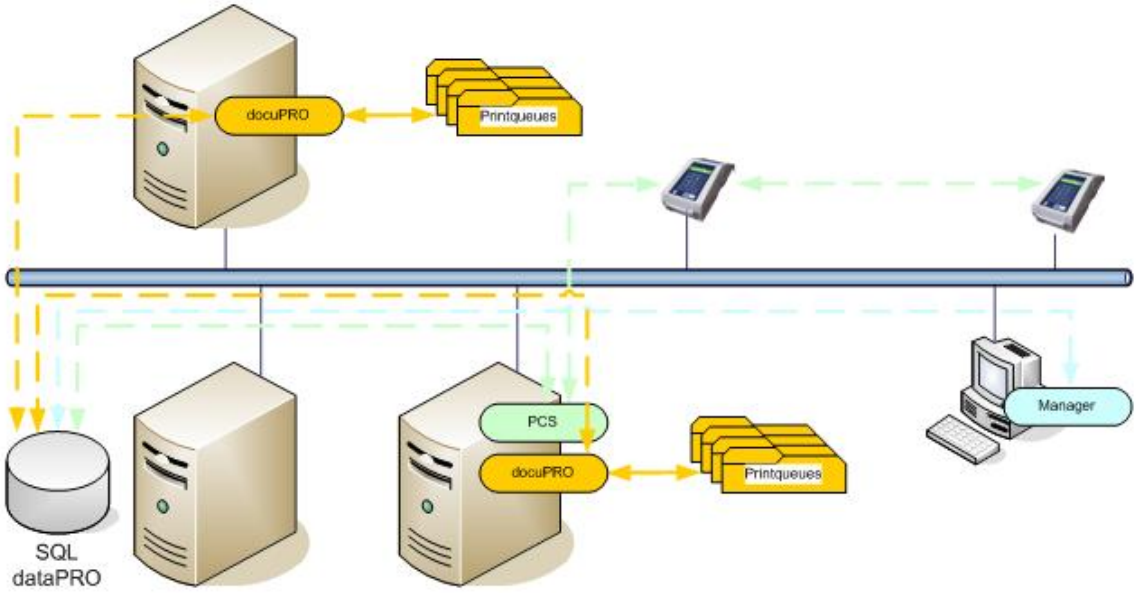
Single site, 1 database server, 1 print server, and remote management

The database resides on a dedicated database server, all server modules on the print server connect via the network to the database server, and also the Inepro Back Office Manager on the workstation connects to the central database.



Single site, 1 database server, 2 print servers, and remote management

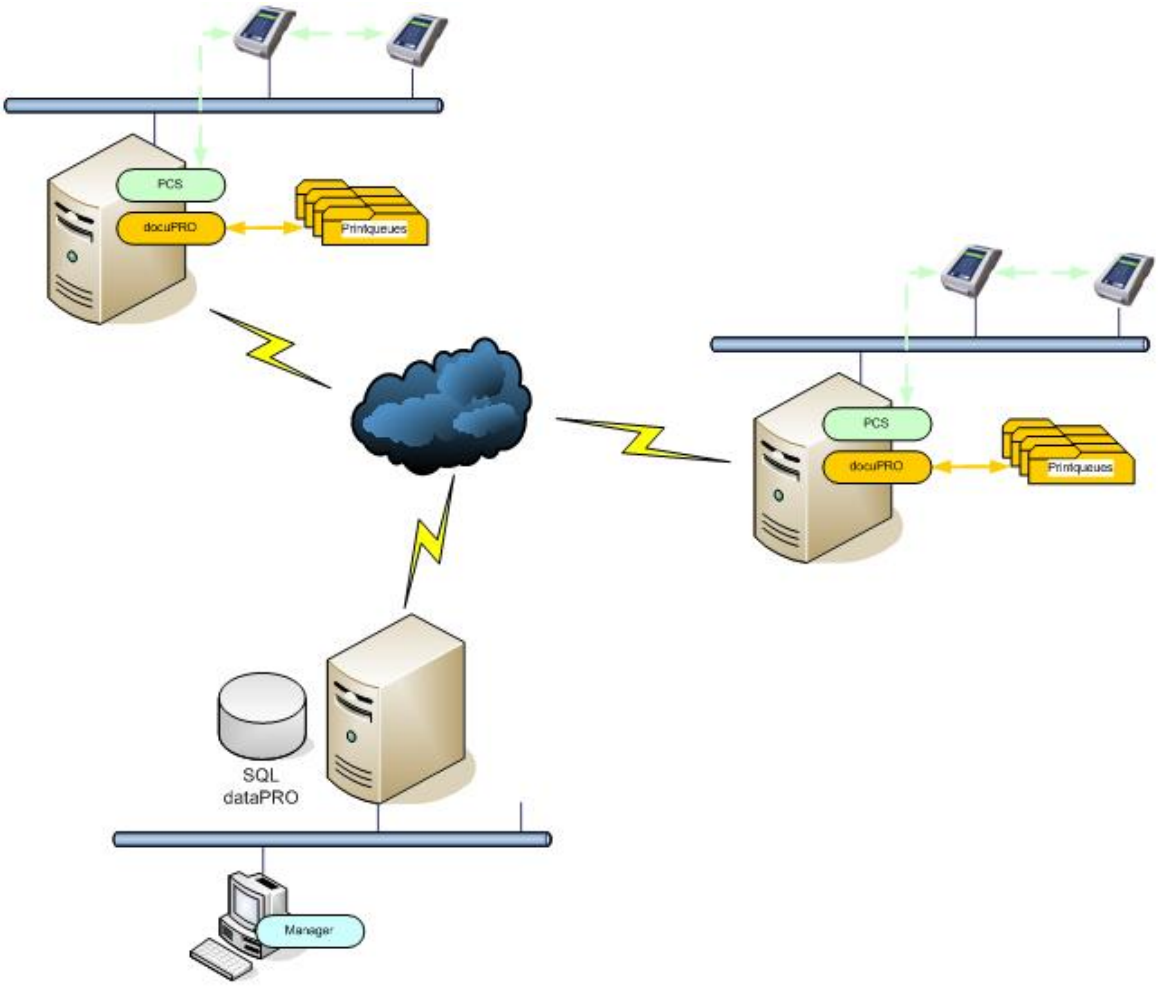
The database resides on a dedicated database server. The first print server has the module to communicate with all Terminals in the network and he manages his local print queues. The second print server only manages his local print queues. The workstation can manage the complete setup from 1 single point of maintenance.



The print queues on the server that doesn't have PCS (PayCon Service) running will NOT be accessible by the Terminals on the network!

Multiple sites, 1 database server, 2 print servers, and remote management

This is one sample of how a more complex network could look like. The sample has a central site where the database server resides, and the management is done. Furthermore are there 2 remote sites with live connection to the database that handle their own print jobs and control the local networked Terminals.



Glossary

Part XII

Glossary

Account

An Account is a a virtual purse stored on the server and also container that can have one or more Tag's. The account (and the therefore the tag's that belong to it) are linked to a User. When replacing a user card (tag), you will never need to delete the Account.

Access Rule

A rule that grant or denies a user (or user group), access to a certain device (or Zone) for an infinite or limited period of time. It can also determine if the user (or user group) has access when the device (or Zone) is offline.

AccessPRO Devices

An AccessPRO Device is a device that can only be used by AccessPRO. This can be any door access device that is attached to a PayCon.

Accounting Template

A group of settings that determine how the printer and printer jobs will react on the commands of the server.

Card

A card on the outside physically resembles a ATM card. It has technology inside that identifies the card (and thus the user). It is used as an alternative to cash when making purchases. The information can then be accessed by contact with the card (the chip inside is connected to gold or copper contact pads on the surface) or with a contact less method like Radio Frequency (RF). With some technologies it is possible to write more information on the card so it can be used as much more than just an ID-tag. You can then use our Stored Value Card

Environment technology.

Please note that a card like described here will be defined in our system as a Card you use it in a **S**tored **V**alue **C**ard system (credit is stored on the card) and as a Tag (linked to an Account) when it's used in a **S**tored **V**alue **S**erver system (credit is stored on the server).

Card Groups

Card Groups are groups of Cards or Accounts. You can use them if you want to divide the usage of the cards your users use. Then you could create a card group A and a card group B. It is also the template for the purses connect to that group. So when a card is created the user will also get the purses belonging to that card group.

When you assign a user to the Card Group later on, the purses will NOT be created. When importing online accounts (Accounts) the purses WILL BE assigned.

Card Status

Card status determines if a card is 'blocked' or 'unblocked'. If a card is blocked it can not be used in any of the PayCon on your network.

Account Tags

An Account Tag is everything that can identify you as the owner of an Account on the server. This can be a PIN, a Mifare card, chipcard etc.

Card Type

Defines the type of chip card, like SLE4442, Mifare.

CashPRO Devices

A CashPRO Device is a device that can only be used by CashPRO. This can be

any device that is attached to a PayCon selling anything other then printed documents. It can be a cash register, candy machine, soda machine etc.

CashPRO Product Type

The type of the product, for example a 'cash register' or 'vending'. This is used in combination with Device Type and Product Template to make sure you can't use Document products like 'print' or 'copy' on CashPRO device like a 'vending machine' and vice versa.

Cost Centre

A Cost Centre is the location where, in bookkeeping, the costs of a product are being made. Users can book their costs on this Cost Centre. They can either do this directly or via their department.

CSV - Comma Separated Values

A *.csv file or comma separated value file is a text file that can represent table data for use in a database. The data is separated by a specified character. This does not have to, as the name implies, a comma ',' but can be many things such as a colon ':' or semi-colon ';'. This kind of file is universally accepted by database programs.

Department

A Department in Inepro Back Office Suite is used as a User group to book their costs to a Cost Centre.

Device Log

This log will contain all transactions that a Device has made. Even 'Card Inserted', 'Session End' and 'Card Removed' are logged as transactions. You can select a time period and as in all other options you will be able to filter the data.

Device Type

The Device Type is a type of device like a 'printer' or 'cash register'.

DocuPRO

DocuPRO is the name of the software module that Inepro invented for managing all things related to documents and printing in a business environment.

DocuPRO device

A DocuPRO Device is a device that can only be used with the DocuPRO module. This can be any device that handles documents: Printers, scanner, copiers or a combination of those (MFD's).

DocuPRO Product Type

The type of the product, for example a 'print', 'copy'. This is used in combination with Device Type and Product Template to make sure you can't use Document products like 'print' or 'copy' on CashPRO device like a 'vending machine' and vice versa.

Employees

Employees are people who use the Inepro Back Office Suite, people like you. They can have a password, login name and a collection of rights to determine which part(s) of the software they can access.

Inepro Software Suite

The Inepro Software Suite is all the software needed to manage the Terminals in a network with AccessPRO, DocuPRO, CashPRO and AbsencePRO.

LDAP

LDAP (Lightweight Directory Access Protocol) is a software protocol for enabling anyone to locate organizations, individuals, and other resources such as files and devices in a network, whether on the public Internet or on a corporate intranet. LDAP is a "lightweight" (smaller amount of code) version of Directory Access Protocol (DAP), which is part of X.500, a standard for directory services in a network. LDAP originated at the University of Michigan and has been endorsed by a great number companies. Netscape includes it in its latest Communicator suite of products. Microsoft includes it as part of what it calls Active Directory in a number of products including Outlook Express. Novell's NetWare Directory Services interoperates with LDAP. Cisco also supports it in its networking products.

In a network, a directory tells you where in the network something is located. On TCP/IP networks (including the Internet), the domain name system (DNS) is the directory system used to relate the domain name to a specific network address (a unique location on the network). However, you may not know the domain name. LDAP allows you to search for an individual without knowing where they're located (although additional information will help with the search).

An LDAP directory is organized in a simple "tree" hierarchy consisting of the following levels:

- The root directory (the starting place or the source of the tree), which branches out to
- Countries, each of which branches out to
- Organizations, which branch out to
- Organizational units (divisions, departments, and so forth), which branches out to (includes an entry for)
- Individuals (which includes people, files, and shared resources such as printers)

The Inepro Back Office Suite will import the surname, first name and login information from LDAP if so desired by the user.

Location

Location is the middle group of the hierarchal structure of an organisation, and it can be part of an Organisation and can have one or more sites.

Windows Login

The name you use to log in to Windows, by logging on to Windows you validate yourself as a registered user. With that validation an Account and for instance a Cost Centre can be safely assigned.

Multi Functional Device

An MFD or Multi Functional Device is a device with more than one document function like a printer / scanner / copier device.

Organisation

Organisation is the top group of the hierarchal structure of an organisation such as a national department (like Inepro Holland, MacDonald's Holland or Microsoft Holland). It is the top level group you can group by in your reports. An Organisation can have one or more Locations, which in turn can have Sites.

PayCon

See Terminal 202

PayCon Service

The gateway between database and the PayCon. It will also translate the simple XML files from the PayCon to a more readable version with names and description in stead of numbers.

PayMatic

See Terminal 202

PCS

See PayCon Service 197

Paper Prices

Paper Prices is where you can assign the prices to the products of your DocuPRO Device. This can be for example a A4 Colour scan or a B&W A3 print.

Paper Type

The job scanner will use this paper type to tell DocuPRO manager what paper type the job is using, DocuPRO will then inquire which printer is sending the job, if it has a product with such a paper type and then charge the price of that product.

Never assign the same paper type twice to the same printer!

Printer Pool

A Printer Pool within the Inepro Back Office Suite is a collection of printers that can use follow-me. That is if one printer in the pool is busy or broken, your job can go to another printer in that pool.

While a printer pool can exist over more than one server on multiple sites, the follow-me functionality cannot. So you can only print out your job at the printers in the printer pool at the local print server.

The printers in the pool are ideally all the same brand and type. But this is not required. It is best to use at least printers of the same brand with the same support for Postscript and / or PCL.

Product Groups

You can use Product groups to manage your Products and Paper Prices easier. By default a small number of product groups are provided.

Product Templates

Product Templates are pre-set lists of Products or Paper Prices with certain settings already configured. You can use it to configure large groups of products quickly and easily.

Product Type

The type of the product this can be a DocuPRO product or a CashPRO product, for example a 'print', 'cash register', 'copy' or 'reloader'. This is used in combination with Device Type and Product Template to make sure you can't use DocuPRO products like 'print' or 'copy' on CashPRO device like a 'vending machine' and vice versa.

Products

Products are the items that can only be sold by CashPRO Devices like candy, soda, etc.

Purse Sub Type

With the Purse subtype you can decide which budget can be used for what in stead of making that decision in the PayCon.

Purse Subtype	Description
Balance Budget	Can be used for all purposes and can be reloaded by the user or the organisation
Balance Cash Register	Can be used for paying at the cash register and can be reloaded by the user
Balance Personal	Can be used for all purposes and can be reloaded by the user
Balance Copier	Can be used for paying at the copier and can be reloaded by the user
Balance Timer	Can be used for paying at the timer and can be reloaded by the user
Balance VMC	Can be used for paying at the vending machine and can be reloaded by the user
Unlimited Budget	Can be used for all purposes and has an limitless amount of cash
Unlimited Budget Cash Register	Can be used for paying at the cash register and has an limitless amount of cash
Unlimited Budget Copier	Can be used for paying at the copier and has an limitless amount of cash
Unlimited Budget Timer	Can be used for paying at the timer and has an limitless amount of cash
Unlimited Budget VMC	Can be used for paying at the vending machine and has an limitless amount of cash

Purse Type

A Purse Type can be set to 'Balance' or 'Unlimited Budget'. With the 'Balance' setting you rule out the possibility to set a purse subtype that has a unlimited budget.

Purse Type	Description
Balance	means the amount can change
Unlimited Budget	unlimited means you have an unlimited amount of money you can spend

Red List

The Red list is the list of blocked cards. A blocked card can't be used in a PayCon, all the PayCon on the network will block the card because it will be on their Red List.

Server

The word server can have different meanings:

1) A computer program that provides services to other computer programs (and their users) in the same or other computers.
2) The computer that a server program runs in is also frequently referred to as a server (though it may be used for other purposes as well).
3) In the client/server programming model, a server is a program that awaits and fulfills requests from client programs in the same or other computers. A given application in a computer may function as a client with requests for services from other programs and also as a server of requests from other programs.

When we use the word 'server' we use the second definition: 'The computer that a server program runs in'.
In the Inepro Back Office Suite we use the word 'server' for the computer(s) with the software itself, the server with the database, the computers with the print queues and finally, the machines with PayCon service (PCS) on it.

Session Log

This log will contain all transactions that were made in a session. A session is started when the card is inserted and ends when the card is removed. Even 'Card Inserted' and 'Card Removed' are logged as transactions. You will be able to filter the data.

A session log does not have to contain one user. A user could go to a vending machine, try to purchase a product and walk away to complain when the product can not be delivered. Another user can then purchase a higher priced product and pay for it with partly his and partly the other user's money. This will not be a session nested in a session but count as one session (it will end when the first user presents his card to the PayCon). The money from the first user would have 'disappeared'. The administrator can track the money and the user who took it via this session log.

Site

Site is the place where a device, user or PayCon is physically located. It is the smallest group of the hierarchal structure of an organisation and it is mandatory. You need this group whatever you do. That is why it is required to fill out a site when you start the software for the first time.
Site can be 'Amsterdam - Kalverstraat' or 'New York City - Times Square' but it can also be Room 205 or Administration, it all depends on how you plan you organisational structure within Inepro Back Office Suite.

Tag

A Tag is a number linked to an Account, this can be a user card (the internal chip number is then used), a keychain identifier, a PIN code that you type in manually or anything that has an electronic ID.

Terminal

Whenever we use the word 'Terminal' in the manual it refers to Inepro terminals, such as a PayCon, a PayMatic device or another PayCon based machine like a Guest reloader. (The difference between a PayCon and a PayMatic is that the PayMatic is a PayCon in which you can also use coin). But also different card readers like the IP readerPC terminals in de terminal list (they will have an SID, a long alphanumeric code) are considered to be servers or workstations, rather then terminals.

The Terminal is a payment user interface combined with a intelligent computer system to handle all kind of payments in a wide variety of payment situations. You can use cards with stored user data or in combination with a network and Inepro Back Office Suite you can store the data on the Inepro database and use ID cards to handle the payments.

The Terminal is a device that identifies the user via his or her card to the Inepro Back Office Suite. The connection serves as a way to assign a Device within the Inepro Back Office Suite. The software will connect the Terminal (by it's ID) in the database to for instance a vending machine or a copier in the database.

User Log

This log will contain all transactions that a User has made. Even 'Card Inserted' and 'Card Removed' are logged as transactions. You can select a time period and as in all other options you will be able to filter the data.

For a more refined query on User's read about the Marketing on page: 64 option.

Users

Users are the people who use the devices you manage with Inepro Back Office Suite. They can have cards to access these devices, the device and card usage is registered in the software.

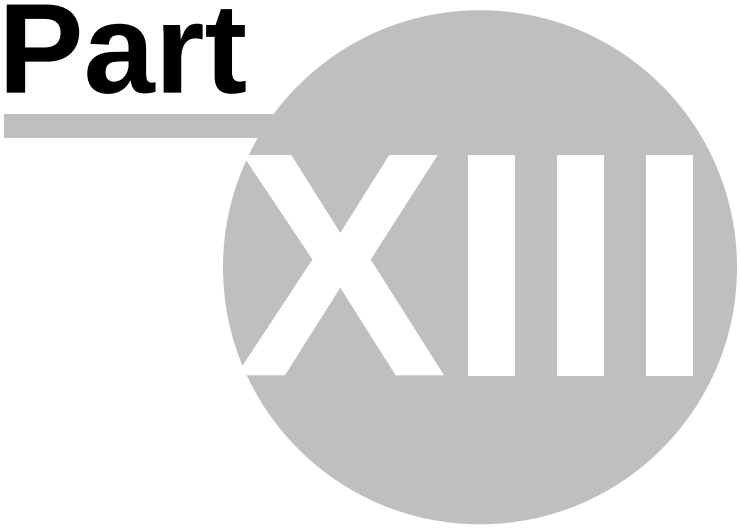
V.A.T.

Value added tax (V.A.T., in the Netherlands it's called B.T.W.) is similar to a sales tax in that it is levied at the time of the sale of goods and services. In some countries, including Australia, Canada, New Zealand, and Singapore, this tax is known as "goods and services tax" or G.S.T.; and in Japan it is known as "consumption tax". V.A.T. is an indirect tax, in that the tax is collected from someone other than the person who actually bears the cost of the tax (namely the seller rather than the consumer).

V.A.T. was invented by a French economist in 1954. Maurice Lauré, joint director of the French tax authority, the Direction générale des impôts, as taxe sur la valeur ajoutée (T.V.A. in French) was first to introduce V.A.T. with effect from 10 April 1954 for large businesses, and extended over time to all business sectors. In France, it is the most important source of state finance, accounting for approximately 45% of state revenues.

Personal end-consumers of products, consumers and services cannot recover V. A.T. on purchases, but businesses are able to recover V.A.T. on the materials and services that they buy to make further supplies or services directly or indirectly sold to end-users. In this way, the total tax levied at each stage in the economic chain of supply is a constant fraction of the value added by a business to its products, and most of the cost of collecting the tax is borne by business, rather than by the state. V.A.T. was invented because very high sales taxes and tariffs encourage cheating and smuggling. It has been criticized on the grounds that it is a regressive tax.

Troubleshooting



Troubleshooting

Generic

I can't reload a card

Q
I can't reload the card from the Inepro Back Office Manager

A
1) Button is not visible
   a) Perhaps you need to enable the reload functions in your local manager?
   b) Go to 'Tools -> Enable Reload Functions'. See page: 150
2) You may not have the right to reload a card.
   a) Let authorised staff change your authentication level.
3) There is an error message or other reason that I can't reload a card
   a) Call the Inepro Support Desk.

I can't move the credit from a card to another

Q
I can't move credit from one card to another?

A
1) Button is not visible.
   a) Perhaps you need to enable the reload functions in your local manager?
      i) Go to 'Tools -> Enable Reload Functions'. See page: 150
   b) Perhaps you do not have the rights to reload credit to a card?
      i) Let authorised staff change your authentication level. See page: 93
2) New card is not printed/created correctly.
   a) The old card is now permanently blocked and the credit can not be moved anymore.
      i) Call Inepro Support

Prices are not transferred to the terminal

Q

When I set new prices for my device (printer, copier, vending machine, cash register etcetera) , they are not updated in my terminal

A

1) The prices might not had enough time to update yet
   a) Wait for at least 5 min. before checking if the prices are updated, PayCon Service is checking periodically if prices (and other information)need to be updated, and will then update them.
2) The value of the prices where not changed in the Inepro Back Office Manager
   a) Check if the values of the prices are correct in the Inepro Back Office Manager
   b) If they are not, change them and try again.
   c) If they are call the Inepro Helpdesk
3) Your device is a vending machine, and has the prices stored in the machine itself, not in the Inepro terminal attached to it
   a) The prices stored in the vending machine can not be changed from the Inepro Back Office Manager
      i) Contact de vendor of your vending machine to change the prices
      ii) If the prices have been changed, change them in the Inepro Back Office Manager also to let our system charge and register the correct prices.
4) The problem can't be solved with these solutions
   a) Call Inepro Support.

Terminal is not sending the transactions to the database

Q

The transaction from the terminal (product sales, entering a card) are not send to the database.

A

The terminals will periodically send their transactions to the database, if this is impossible they will be stored on the terminal.
If they are send but have the wrong format, or data that can't be matched in the database the transaction will be moved to the 'Failed transactions' folder on the database server.

1) The transactions can't be send, because there is no network connection between the terminal and the server
   a) Check if the netwerk connection is ok by pinging the terminal from the server
   b) If the connection is not there, you might get the message 'Trx. log full', this means that the internal transaction storage is full and the PayCon will not function until the connection to the server is restored. Restore the connection to the server. See page: 212
2) The wrong PayConService Server is set in the PayCon
   a) Check if the server address in the PayCon is set to the correct PayConService server address
3) There are no transactions to be send
   a) No transactions have been made with the terminal, so none can be send to the database.
      i) Check if there are any transactions in the PayCon in de 'DB settings -> Transaction Log -> Size' menu, if it's zero, there are no transactions to be send.
4) The transactions have been send to the server but they contain values that cannot be inserted into the database
   a) Go to the server
   b) Open PayConServer from the System tray
   c) Select 'File -> Retry Failed transactions' from the menu.
   d) Note the errors from the transactions that are not processed.
      i) A transaction with 'No item found for product x' (where 'x' is the Product ID) needs a product with that number in the database before it can be processed.
      ii) A transaction with 'Transaction from unassigned Terminals are not allowed' needs the terminal to be attached to a device.
      iii) A transaction with 'Violation of UNIQUE KEY constraint 'UK_TenderPurse'. Cannot insert duplicate key in object 'tblTenderPurse'' is caused during an database update and can only occur with software older than 4.10. This will need a 4.10 update (or higher) to resolve, contact the Inepro Helpdesk.
5) The problem is not solved by these solutions
   i) Call Inepro Support.

PayCon

Error 9 'Unknown Card'

Q

The terminal shows me 'Unknown Card (9)'

A

This means the scan for all the supported card technologies has produced no results, and no suitable card with a proper format has been found.
This can be caused by:

1) The card has not been created (correctly)
   a) Lay the card on the Administrative terminal (of a Stored Value Card system) and check if the card window has the title 'New Card' or 'Edit Card'.
      i) If it says 'Edit Card', it has been correctly created but somehow was not detected correctly by the PayCon.
      ii) If it says 'New Card', it has not been created correctly and you can link it to the correct user now.
2) If the PayCon says 'Unknown Card (9)' at the Administrative PayCon too, then the card (antenne or chip) is broken.
3) The card is broken
   a) Proximity cards (like Mifare and LEGIC) have an internal antenne, these are thin copper wires that are lined on the outer rim of the card, when the card is bend these wires are stressed. If they are stressed too much they will break, and the card will be broken. Card can be bend by keeping them in your wallet, sitting on them, using them as tools, out of boredom. Chips can be damaged by applying extreme pressure to the card. Chip cards (with contacts visible on the outside of the card like your bank card) will be less susceptible to damage because they do not have an antenne but the chip can be damaged just as easily as that of the proximity cards.
   b) A new card will have to be created for this user, check the credit of the old card and move the credit to a new card, and a new card with the users credit will be created. Remember the 'Enabled Reload options' have to be on before the 'Move credits to new card' button will be visible.
4) The card reader is defect or something else is causing the problem
   a) Call the Inepro Support Desk

Nine Digit Number

Q

I go to a terminal and it shows me 'Card locked, <long number>'? What should I do?

A

1)

The terminal tells you you card has been locked and you should go back to terminal <long number> (who locked you) to unlock your card again.
You can look up which terminal belongs to the number in the 'Advanced -> Terminals' menu.

The terminal has locked your card because you have taken it out too soon. Because of this the transactions that were made with your card could not be completed. To complete the transactions, go back to the terminal and present the card.

Should you be at the correct terminal, and still get the message 'Card Locked By <Current Terminal Serial Number>' then something has gone wrong and the card was not deleted from the lock list. To remove it from the lock list, go into the PayCon menu and go to 'Main Menu -> Card / ID -> Edit Card', and present the user card, cycle trough the values and set the value 'Blocked' to '0'. Test the card again, it should now be working fine again.

2) In all other cases

a) Call the Inepro Helpdesk.

Connection Failed

Q

The PayCon displays the message:'Connection failed', what could be the problem?

A

1) The PayCon service could have been stopped
   a) Is the PayCon service running?
   b) If it isn't, (re)start it.
2) The network cables could be broken or disconnected.
   a) Check the physical connection between the service and the PayCon.
3) DocuPRO service isn't running (properly).
   a) Check if it is running.
   b) If it isn't, (re)start it.
4) The 'server' IP-address in the PayCon doesn't point to the machine the services (DocuPRO and PayCon service) are running on.
   a) Set the server IP-address in the PayCon to the server the services are running on.
5) The ports needed to connect with the PayConServer are closed, check if all the ports needed for the Inepro System are opened.

Toepassing	Type	Nummer
PayCon Tools	UDP	1643
PayCon Tools	UDP	1645
PayCon / PayCon Tools	UDP	10000-10050
SSH	TCP	22
Internet - HTTP	TCP	80
Tijdsynchronisatie	TCP	37
PayCon <-> Back Office	TCP	10000-10050
IneproClient <-> Back Office	TCP	1640

'...Not allowed'

Q

The terminal shows me '... Not Allowed'

A

1) The terminal has no products
   a) Check the terminal with the configuration tool or directly with the Administrator card if it has products in the product list.
   b) If it does not have products, add them in the Inepro Back Office Suite.
2) There is no valid budget on the card with enough credit
   a) Check in the Back Office Manager with the Administrative PayCon which purses are available on the card and how much credit each purse has.
   b) Check which purses are allowed on the PayCon.
3) There is a conflict with the deduct / permission rules
   a) Check which deduct / permission rules apply to this situation and if you are allowed to buy the product.

Terminal is not sending the transactions to the database

Q
The PayCons shows 'Trx. Log Full' in the display. What does it mean?

A
The PayCon stored each transaction internally until it can send it to the server and gets the confirmation that it has been written to the server OK.
The message 'Trx. log full', means that the internal transaction storage is full because it can't write the transactions to the server, the PayCon will not function until the connection to the server is restored. Restore the connection to the server.
For more information look at Terminal is not sending the transactions to the database on page: 208 .

Question Mark returns error message

Q
When I press the question mark, I would normally get the serial number of the PayCon and the time in milliseconds the signal takes to travel to the server. Now I get 'Ch.Resp.Error' in the line that would normal have the response time.

Example:
123456789
Ch.Resp.Error

A
1) The message 'Ch.Resp.Error' is short for Challenged Response Error, the challenged response is the process that returns the signal response time. So there is an error in the challenged response, that can be caused by:
   a) A version conflict; In this case the PayCon (or loader) firmware is incompatible with the (Inepro Gateway or PayCon Service) server software.
   b) Routing over NAT; Routing over NAT is not supported by Inepro software versions older then 4.10.

DocuPRO

The user name in Inepro Client doesn't match

Q

When I am printing a job, the User Name on top of the Inepro Client doesn't match my Account name or login name.

A

1) The login name in the Inepro Back Office Suite is probably linked to a different User. The Inepro Back Office Suite will first look for a link in the User table and display the name of the user it is corresponds to. If it can not find a link to a User in the database it will display the login name.
   a) Check the User field in your Account, is it set to the correct User?
      i) If it is not, change it to the right user. This should solve the problem.
      ii) If it does not, contact the Inepro Support.

PayCon can not find print jobs

Q

While using Secure Release, I created a print job and presented my card at the PayCon. After pressing '#' the PayCon display shows me :'No print jobs available'. But the print job is in the queue with my user name.

A

1) The card number is wrong or not linked to your User in the database.
   a) For example you have card number 4567 but your User name is linked to card number 7654. You would then order a print job, your name is sent to the Inepro Back Office Suite and the job is linked to card number 7654. When you ask which jobs are pending for your card, the card number 4567 is checked. That card number has got no jobs pending, so that is the message the PayCon will give you.
   b) You need to check whether the card is linked to the correct user. You can do this by entering the User screen and then present the card to the administrative PayCon. Then the User details of the linked User will be opened. Check if these details are valid, and if necessary correct them.
2) The job is deleted on the printer or multifunctional.
   a) The job may be deleted or blocked on the machine itself due to incorrect settings
   b) Call Inepro Support.
3) Other causes
   a) Call Inepro Support.

'Credit too low'

Q
The terminal shows me 'Credit too low'

A
1) The terminal has no products
   a) Check the terminal with the configuration tool or directly with the Administrator card if it has products in the product list.
   b) If it does not have products, add them in the Inepro Back Office Suite.
2) The credit on the purse you use on this terminal is too low, this means it is lower then the minimum allowed credit that is set in the PayCon, this is normally '0' but can also have is lower or higher value.
   a) Reload this purse at the nearest reloader.

Error "Spool file not found"

Q
The error logs show the message "spool file not found" as a cause why my print jobs are not printed. I don't understand why because the spool file directory has spool files in them.

A
1) Windows File Pooling might be on, DocuPRO requires Windows File Pooling to be off.
   a) Check if Windows File Pooling is on.
      i) Find the spool folder, Open Printers folder, Server Properties, Advanced Tab.
      ii) Look at the *.SPL files in the spool directory. If they are called FPxxxx.SPL then file pooling is on. If they are called xxxxx.SPL then file pooling is off.
      iii) Disable Windows File Pooling. See Disable Windows File Pooling on page: 18
2) These solutions, do not solve the problem.
   a) Contact Inepro Support

AccessPRO

User can not get in / out

Q
A User can not get access to a room or building I should get access to, why?

A
1) The Access Rules that apply to you are set incorrectly.
   a) Go to the 'Advanced -> Effective Rules' menu.
   b) Select the User name, It should show you which rules apply to him / her.
   c) Check if these rules do prevent the user to get in.
      i) If So change the rules accordingly.
2) The Access Rules do not provide a valid reason why the user is not able to get in.
   a) The card or tag can not be read correctly
      i) Check if the card can be read in other Terminals
         (1)If not the card might be broken
         (2)Call Inepro Support.
      ii) Check if other card can be read in this Access Terminal
         (1)If not something might be wrong with the card reader
         (2)Call Inepro Support.
   b) Other reasons
      i) Call Inepro Support.

Appendixes

Appendix A

Discount Order List

You only need this table if you want to want to exclude one object (a user, device, group, etc.) from the discounts that effect them! You do this by placing a stop in the Discount row. But you would need to know the way in which the discounts that are in effect for that group are ordered.

This is the order in which the Discount row is ordered. For each Discount you use a number of fields. Each combination of fields has a different order number. You can not combine Product Group and Product, you must choose one. Also Continuous Period and Happy Hour can not be combined. Those combination are listed as 'Not Possible' in the last column.

If you found all the discounts that are in effect and by finding the order number by the fields you use in that discount. You would then order those order numbers, the highest on top, and you have the order in which the discounts are processed. If you would place a stop in that row every discount that has a lower number than the discount you have placed the stop would not have any effect.

Read more about Discounts in the chapter:
Discounts on page 100

Discount	Discount	Discount	Discount	Discount	Discount	Discount	#	Combination
-	-	-	-	-	-	-	0	Not possible
-	-	-	-	-	-	Product	1	
-	-	-	-	-	Product	-	2	
-	-	-	-	-	Product Grp	Product	3	Not possible
-	-	-	-	Device Grp	-	-	4	
-	-	-	-	Device Grp	-	Product	5	
-	-	-	-	Device Grp	Product Grp	-	6	
-	-	-	-	Device Grp	Product Grp	Product	7	Not possible
-	-	-	Card Grp	-	-	-	8	
-	-	-	Card Grp	-	-	Product	9	
-	-	-	Card Grp	-	Product Grp	-	10	
-	-	-	Card Grp	-	Product Grp	Product	11	Not possible
-	-	-	Card Grp	Device Grp	-	-	12	
-	-	-	Card Grp	Device Grp	-	Product	13	
-	-	-	Card Grp	Device Grp	Product Grp	-	14	
-	-	-	Card Grp	Device Grp	Product Grp	Product	15	Not possible
-	-	Quantum	-	-	-	-	16	
-	-	Quantum	-	-	-	Product	17	
-	-	Quantum	-	-	Product Grp	-	18	
-	-	Quantum	-	-	Product Grp	Product	19	Not possible
-	-	Quantum	-	Device Grp	-	-	20	
-	-	Quantum	-	Device Grp	-	Product	21	
-	-	Quantum	-	Device Grp	Product Grp	-	22	

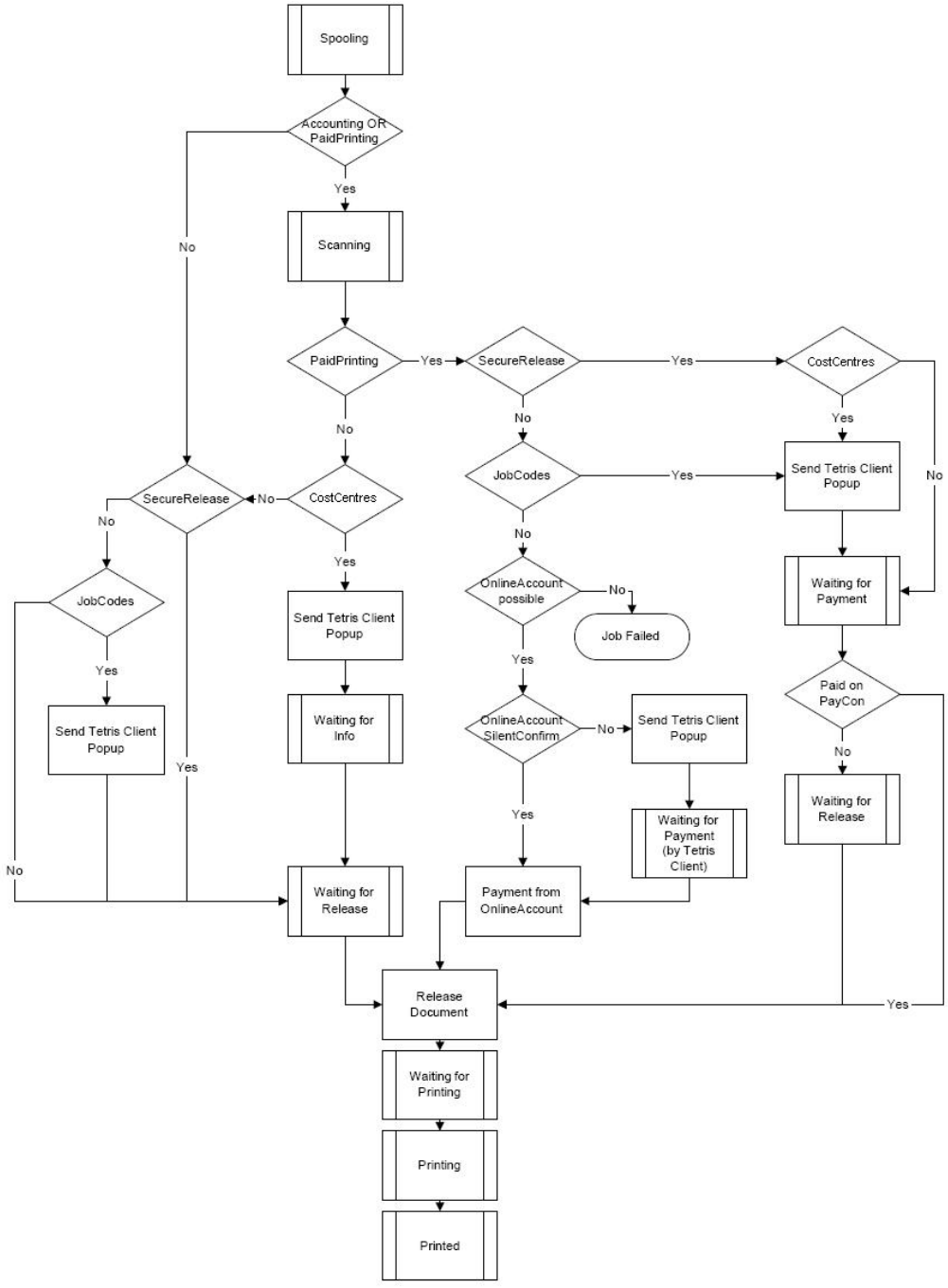
Discount	Discount	Discount	Discount	Discount	Discount	Discount	#	Combination
-	-	Quantum	-	Device Grp	Product Grp	Product	23	Not possible
-	-	Quantum	Card Grp	-	-	-	24	
-	-	Quantum	Card Grp	-	-	Product	25	
-	-	Quantum	Card Grp	-	Product Grp	-	26	
-	-	Quantum	Card Grp	-	Product Grp	Product	27	Not possible
-	-	Quantum	Card Grp	Device Grp	-	-	28	
-	-	Quantum	Card Grp	Device Grp	-	Product	29	
-	-	Quantum	Card Grp	Device Grp	Product Grp	-	30	
-	-	Quantum	Card Grp	Device Grp	Product Grp	Product	31	Not possible
-	Cont Period	-	-	-	-	-	32	
-	Cont Period	-	-	-	-	Product	33	
-	Cont Period	-	-	-	Product Grp	-	34	
-	Cont Period	-	-	-	Product Grp	Product	35	Not possible
-	Cont Period	-	-	Device Grp	-	-	36	
-	Cont Period	-	-	Device Grp	-	Product	37	
-	Cont Period	-	-	Device Grp	Product Grp	-	38	
-	Cont Period	-	-	Device Grp	Product Grp	Product	39	Not possible
-	Cont Period	-	Card Grp	-	-	-	40	
-	Cont Period	-	Card Grp	-	-	Product	41	
-	Cont Period	-	Card Grp	-	Product Grp	-	42	
-	Cont Period	-	Card Grp	-	Product Grp	Product	43	Not possible
-	Cont Period	-	Card Grp	Device Grp	-	-	44	
-	Cont Period	-	Card Grp	Device Grp	-	Product	45	
-	Cont Period	-	Card Grp	Device Grp	Product Grp	-	46	
-	Cont Period	-	Card Grp	Device Grp	Product Grp	Product	47	Not possible
-	Cont Period	Quantum	-	-	-	-	48	
-	Cont Period	Quantum	-	-	-	Product	49	
-	Cont Period	Quantum	-	-	Product Grp	-	50	
-	Cont Period	Quantum	-	-	Product Grp	Product	51	Not possible
-	Cont Period	Quantum	-	Device Grp	-	-	52	
-	Cont Period	Quantum	-	Device Grp	-	Product	53	
-	Cont Period	Quantum	-	Device Grp	Product Grp	-	54	
-	Cont Period	Quantum	-	Device Grp	Product Grp	Product	55	Not possible
-	Cont Period	Quantum	Card Grp	-	-	-	56	
-	Cont Period	Quantum	Card Grp	-	-	Product	57	
-	Cont Period	Quantum	Card Grp	-	Product Grp	-	58	
-	Cont Period	Quantum	Card Grp	-	Product Grp	Product	59	Not possible
-	Cont Period	Quantum	Card Grp	Device Grp	-	-	60	
-	Cont Period	Quantum	Card Grp	Device Grp	-	Product	61	
-	Cont Period	Quantum	Card Grp	Device Grp	Product Grp	-	62	
-	Cont Period	Quantum	Card Grp	Device Grp	Product Grp	Product	63	Not possible
Happy Hours	-	-	-	-	-	-	64	
Happy Hours	-	-	-	-	-	Product	65	
Happy Hours	-	-	-	-	Product Grp	-	66	
Happy Hours	-	-	-	-	Product Grp	Product	67	Not possible
Happy Hours	-	-	-	Device Grp	-	-	68	
Happy Hours	-	-	-	Device Grp	-	Product	69	
Happy Hours	-	-	-	Device Grp	Product Grp	-	70	
Happy Hours	-	-	-	Device Grp	Product Grp	Product	71	Not possible
Happy Hours	-	-	Card Grp	-	-	-	72	
Happy Hours	-	-	Card Grp	-	-	Product	73	

Discount	Discount	Discount	Discount	Discount	Discount	Discount	#	Combination
Happy Hours	-	-	Card Grp	-	Product Grp	-	74	
Happy Hours	-	-	Card Grp	-	Product Grp	Product	75	Not possible
Happy Hours	-	-	Card Grp	Device Grp	-	-	76	
Happy Hours	-	-	Card Grp	Device Grp	-	Product	77	
Happy Hours	-	-	Card Grp	Device Grp	Product Grp	-	78	
Happy Hours	-	-	Card Grp	Device Grp	Product Grp	Product	79	Not possible
Happy Hours	-	Quantum	-	-	-	-	80	
Happy Hours	-	Quantum	-	-	-	Product	81	
Happy Hours	-	Quantum	-	-	Product Grp	-	82	
Happy Hours	-	Quantum	-	-	Product Grp	Product	83	Not possible
Happy Hours	-	Quantum	-	Device Grp	-	-	84	
Happy Hours	-	Quantum	-	Device Grp	-	Product	85	
Happy Hours	-	Quantum	-	Device Grp	Product Grp	-	86	
Happy Hours	-	Quantum	-	Device Grp	Product Grp	Product	87	Not possible
Happy Hours	-	Quantum	Card Grp	-	-	-	88	
Happy Hours	-	Quantum	Card Grp	-	-	Product	89	
Happy Hours	-	Quantum	Card Grp	-	Product Grp	-	90	
Happy Hours	-	Quantum	Card Grp	-	Product Grp	Product	91	Not possible
Happy Hours	-	Quantum	Card Grp	Device Grp	-	-	92	
Happy Hours	-	Quantum	Card Grp	Device Grp	-	Product	93	
Happy Hours	-	Quantum	Card Grp	Device Grp	Product Grp	-	94	
Happy Hours	-	Quantum	Card Grp	Device Grp	Product Grp	Product	95	Not possible

Appendix B

Output Manager Flowchart

The output manager flowchart shows how the settings will effect the print job and the way it is handled.



Appendix C

IBOM Release Notes: 4.22

New Features

IBOS

- Added period overview report to new reporttool.
- Added actual open card balance report that excludes blocked cards.
- Introduced Inepro Service Manager.
- Added clustering support to Inepro Service Manager.
- Introduced MIB Settings in BusinessServer.
- Added setting “Ask for payment confirmation” in DocuPRO 4.
- Added custom authentication options.
- Added ScantoX support in PayConServer.
- Added “AllowTagRegistration” setting to BusinessServer.
- Added “DisableWatchdog” setting in Service Manager.
- Introduced discounts based on costcenters.
- Added Inepro Data Import Service to IBOS setup.
- Added “Always import all data” option to IDIS (usefull for photo import).
- IDIS now clears database fields when the fixed value #EMPTY# is imported.
- Added function to IDIS to log succesfully imported records.
- Added CustomFilter field to IDIS selection.
- Added support for Integer8 datetime fields in IDIS.
- Option added to delete existing tags using IDIS.
- Back Office Managers now uses lease licenses.
- Introduced new license structure for multiple databases (DBSYNC).
- Added MPV and token products and product types.
- Added costcenter groups.
- Added setting to DocuPRO 4 to save printed spoolfiles (for debugging purposes).
- Added alerthandler to Inepro Service manager.
- Added tenderlock functionality to BusinessServer.
- Improved printjob price calculation speed by 3 times in BusinessServer.
- Added system health check to BusinessServer to stop load if getting critical.
- Added costcenter-shortnames to BusinessServer.
- Added setting for costcenter-selection by shortname in OpenAPI devices.
- Added functionality to BusinessServer for delayed transaction registration.
- Added check for secondary instance to DocuPRO 5.
- Added check for secondary instance to BusinessServer.
- Added second and third terminal language setting in BusinessServer.
- Added minimum spoolfile size setting in DocuPRO 4 to delete corrupt spoolfiles.

Bugfixes

IBOS

- Corrected issues with IP reader payments.
- Fixed tagconverters only being used for certificate type tags.
- Solved bug with costcenters and payments on PayCon Touch.
- Fixed bug where OpenAPI terminals could not log in while direct printrelease set to active.
- Fixed problems with creating printers in database.
- Fixed cross-server-follow-me related issues.
- Fixed issues with auto retry failed transactions.
- Added XPSport to ignore list.
- Fixed Inepro client popup problem when “find client by username” selected.
- Corrected color setting in job info for DocuPRO 4 jobs.
- Tag swipe timeout is reset when wrong password entered.
- BusinessServer balance check changed to use actual balance instead of actual balance.
- BusinessServer now respects “IneproDataPath” environment variable.
- Fixed problem with CloseCustomer function in BusinessServer.
- Fixed problem with returned transactions being assigned to wrong customer.
- Reporttool now stores data in the programdata folder.
- Fixed several issues with CleanupIBOS.
- Balancescheduler postponed refill actions are not added if refill action already exists.
- Fixed invalid balance-checksums when purses created by PayCons in session.
- Fixed Logging settings were not respected.
- Fixed BusinessServer costcenter issues in transactions.
- Fixed BusinessServer 1-minute-lockup under heavy load.
- Fixed BusinessServer only using 1 database connection.
- Fixed PayConUpdates being sent to terminal twice.
- FixedPayCon software revision detection bug.
- Fixed IDIS importing non-person-objects.
- Fixed problem with Windows login prefix in IDIS.
- Fixed issues with template settings in IDIS.
- Fixed faulty password encryption in IDIS.
- Fixed balance selection field in IDIS.
- Fixed problems with auto-generated tendercodes in IDIS.
- Fixed EOS Error 122 in DocuPRO.
- Reverted back to Inepro Client version 4.16 to resolve connection issues.
- Fixed DocuPRO stopping completely when printqueues are missing.
- Fixed problems with direct IP Reader release.
- Fixed release of accidental release of extra job in DocuPRO 5.
- Fixed webdav functionality in ScanToX.
- Fixed costcenter selection when using PayCon with DocuPRO 5.
- Fixed wrong costcenter selection when releasing all jobs (OpenAPI/PayConTouch).
- Fixed IneproPrintSpooler reconnect in DocuPRO 5.
- Fixed several sessioncache issues in BusinessServer.
- Improved Service Manager will now kill service, when stopping fails.

- Removed 10s startup delay for OpenAPI Service in Service Manager.

Known Bugs and Limitations

General Note
No support of Broadcom Netgear Extreme II network card No support for active-active clustering Some printers can cause improper price calculations, please use certified print drivers only. Cash remote tender updates are not registered as cash but as virtual payments. Virusscanners/Firewalls can cause problems, like blocking of ports and blocking spoolfiles.

Known bugs
None.

Appendix D

PayCon Release Notes: 4.22

New Features
The following new features appear in this release:

General
- LEGIC tag: send 8 byte UID as certificate data for ISO15693 Advant tags;
- HID iCLASS: improve rev B reader detection;
- Support costcenter field as condition in price entries;
- Mifare reader: add setting to restore mifare reader to factory mode.

Bug fixes
The following bug fixes appear in this release:

General
- Fix hopper retry count, protect against overflow when hopper dispenses more than requested.

POS Protocol
- Cardmanager protocol: fixed incrementing next new SLE cardnumber.

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